

Autumn 2024

FAVERSHAM HOUSE NEWS STAYING CONNECTED

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Melodious Erhu Music with Leslie!

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DISCOVER
MORE
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Welcome to the Autumn newsletter.

It's hard to believe we are in autumn already. It has not been a quiet period after the holiday as we all hoped for. We inevitably had another COVID outbreak in Hamer One and First Floor. I would like to take this opportunity to express my heartfelt gratitude to our resident representatives for your understanding and support during the outbreak. As we continue to face the challenges ahead, we remain committed to maintaining open communication and providing the best possible care to our residents. As you know, vaccinations play an important role in protecting our residents. We are happy to inform you that we are in partnership with our GPs and pharmacist to drive the vaccination program for all eligible residents at Faversham House. The first vaccine clinic was conducted on Friday 1st of March; more than 30 residents received 2024 COVID booster dose. Our COVID vaccination rate now stands at 83%. I am confident that we will reach 95% by the end of March.

At the end of January, we started recruitment for Personal Care Assistants and Registered Nurses. I am excited to report that we have successfully recruited 20 Personal Care assistants and 3 Registered Nurses who have joined us in March. We are confident that they will contribute positively to our ability to provide excellent care to our residents. With the addition of these new staff members, our roster is almost full. This means that we are close to achieving our staffing goals and ensuring continuity and a high standard of care for our residents.

The occupancy rate at Faversham House remains stable at 92%. We have purchased two new lifting machines for Hamer and Ground floor respectively to meet our residents' care needs. The most exciting new purchase is a new bus dedicated to our resident outings! We are waiting on the hoist to be installed on the bus, hopefully it will not take long. We will be able to continue to offer opportunities for our residents to enjoy outings and adventures in improved comfort and safety. Whether it is a scenic drive, a visit to a local attraction or simply a trip to the park, the new bus will enable us to create memorable experiences for our residents.

Last but not least, I am pleased to share some exciting news regarding our ongoing efforts to enhance the dining experience for residents in the Assisted Memory Unit (AMU). We have purchased a Bain Marie specifically for AMU; so residents now have the opportunity to see and choose what they want to have for their meal. We hope this will promote a sense of empowerment for our AMU residents and improve their overall dining experience.

I will be taking a short break over Easter and look forward to seeing you all very soon.

Kind regards,
Jess
Residential Manager,
Faversham House



STAFF NEWS



Join us in welcoming to Faversham House...

Personal Care Attendant

Neha Shah	Puja Bhattaraj
Susmita Subedi	Chandrima Mukherjee
Voctor Kipkemoi	Sumi Pun
Kiptoo Korir	Ella Roberts
Kuldeep Kaur	Sharon Bett
Jessica Hu	

Food Service Assistant

Ali Raza	Mani Sainju
Niranjan Parajuli	
Arpandeeep Arpandeeep	

Registered Nurse

Apel Mahmud	Kelly Lorn
-------------	------------

Cleaner

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

Gardner

Erin Hynd

Cook

Emmanuel Valeros Jr

We bid farewell to...

PCA

Aine Watanabe	Ji Soo Jeon
Shanto Shanto	Kuldeep Mann
Sara Rivera	Tsering Dolma
Nayomi Hidella Arachchige	

Clinical Care Coordinator

Mary Robertson

Endorsed Enrolled Nurse

Genale Adem

**Wishing everyone all the best
in their future endeavours!**



Welcome to Autumn everyone!

It's almost time to get the winter coats ready. We have been busy here at Faversham House. The new standards are approaching us at a rapid pace for commencement on the 1st of July 2024.

We have been discussing the changes to the standards at our Resident / Representative meetings. We will commence a self-assessment soon to ensure we are on the right track.

The star rating for Faversham House remains 4 out of 5 stars. We are very pleased with this result but will continue to strive towards 5 out of 5.

As mentioned in previous correspondence to families there is an annual Consumer Experience Survey conducted by the department of Health. The results of this survey contribute towards part of the star rating.

We received a letter recently to state this survey will be conducted again between February and October. We have just received our date.

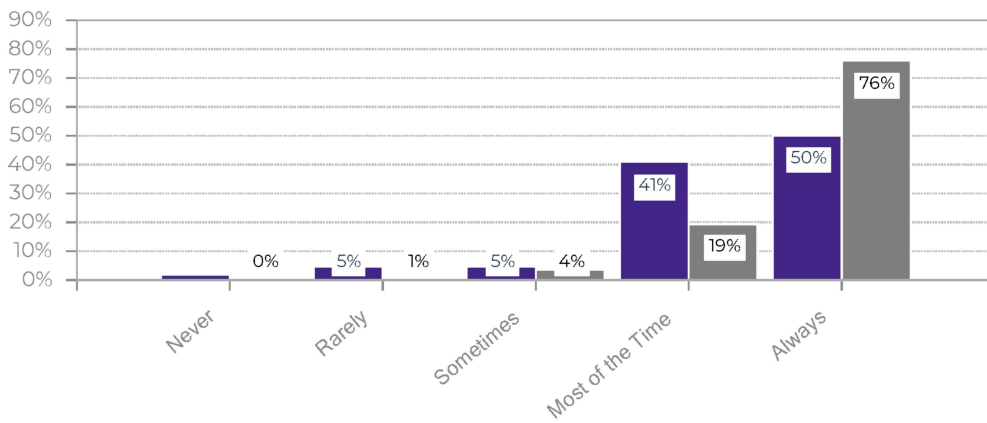
They will be visiting 9.4.24 I have attached the letter for your perusal. At this stage we are not aware of who they are interviewing.

From November to January 2024 a consumer food survey was conducted. Some wonderful ideas have been made by the residents regarding the meals and the dining service.

A request for a copy of the 4-week menu was received as a suggestion and as such we have attached to the newsletter. A full copy of the results can be found in the consumer survey folders located in the lounge sections of each unit. On the following page is a snippet of some results.

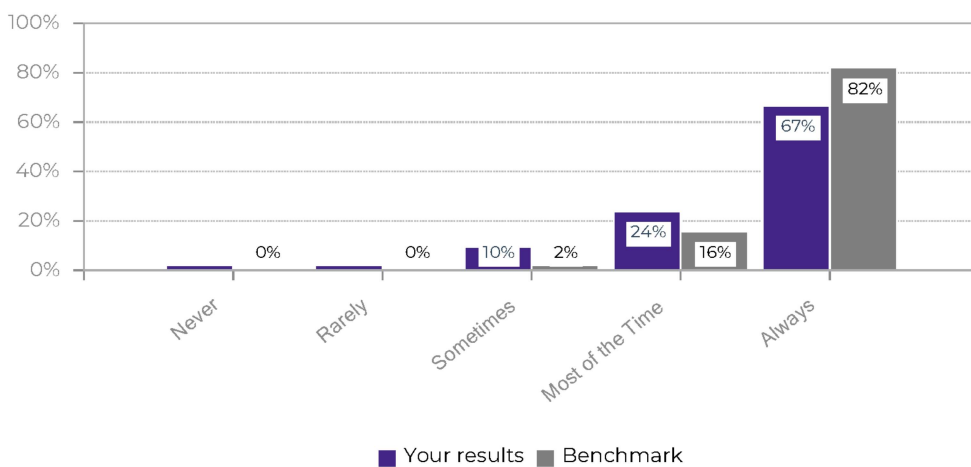


Q13. I get enough food.



SENTIMENT	EXPERIENCE RATING
4.36	90.9%
YOUR SCORE	YOUR SCORE
-	-
PREVIOUS SCORE	PREVIOUS SCORE
4.70	95.4%
BENCHMARK	BENCHMARK

Q16. The staff treat me with respect during mealtimes.



SENTIMENT	EXPERIENCE RATING
4.57	90.5%
YOUR SCORE	YOUR SCORE
-	-
PREVIOUS SCORE	PREVIOUS SCORE
4.79	97.7%
BENCHMARK	BENCHMARK

As discussed last newsletter, from 1st 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. We received some expression of interest and met on the 7th of December 2023. The minutes are displayed in the resident information boards. An expressions of interest letter will be sent out next newsletter for our annual meeting for 2024.

Late in 2023 we asked the staff to complete a Training Needs Analysis and provide us with some topics of interest.

The top three desired training topics include: Manual Handling, Dementia Services, Wound / Skin care. These sessions will be offered to staff throughout the year as well as many other topics that will assist in caring for our residents.

The next few months promise to be busy as we work towards implementing the new standards. If you have any questions, please do not hesitate to contact me.

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



Australian Government
Department of Health and Aged Care

Dear Residential Manager,

2024 Residents' Experience Survey - Commencement

The Australian Government's 2024 Residents' Experience Survey will commence in February and conclude in October.

The annual survey is an opportunity for your residents to share their experiences and views about the care they receive to inform your ongoing quality improvement activities. The survey contributes to your Star Rating on the My Aged Care website.

The Australian Government has engaged HealthConsult to lead the independent group that will conduct the Residents' Experience Survey in 2024 and 2025. HealthConsult has partnered with Access Care Network Australia (ACNA) to deliver the survey. A team from ACNA will conduct the survey in person at your residential aged care home.

Copies of the **Residents' Experience Survey Poster** and the **Residents' Experience Survey: A guide for older people in residential aged care** booklet are enclosed with this letter. These resources have been developed to answer any questions residents and their representatives may have about the survey. Please display and distribute these resources 2 to 4 weeks before the scheduled survey date.

Translated versions can be downloaded from the Department of Health and Aged Care's website or you can request hard copies by emailing RES@acna.org.au.

The **Residents' Experience Survey: A guide for providers** provides practical information for your staff about what to expect on the day of the survey and details on the survey methodology.

This resource can be downloaded from the Department of Health and Aged Care's website: www.health.gov.au/our-work/residents-experience-surveys.

Please make sure your contact details in the Government Provider Management System (GPMS) are accurate so your Residents' Experience Report is sent to the correct nominated contact. If you have any questions, please contact the My Aged Care Service Provider and Assessor Helpline for GPMS Support on 1800 836 799.

The ACNA team will contact you about scheduling the survey. If you have any questions, please contact RES@acna.org.au.

Thank you for your continued support of this important initiative for your residents.

Kind regards,

Ingrid Leonard
Assistant Secretary
Choice and Transparency Branch
Department of Health and Aged Care

FAVERSHAM

EASTER FAIR

Tuesday
26th March
1.30 – 3.30pm

Animal Farm, Easter Craft Stall,
Live Music from duo 'Matt & Jacqui',
Guess the Eggs Competition
and delicious Fair Foods

**BASScare**
BOROONDARA AGED SERVICES SOCIETY

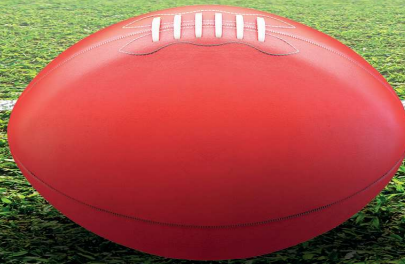
Feel Good **Live Well**

**FAVERSHAM HOUSE
RESIDENTS**



TIPPING COMPETITION

**\$10
ENTRY**



See Lifestyle Staff to
enter or for more details

WEEKLY PRIZES

SEASON WINNER

 **BASScare**

BOROONDARA AGED SERVICES SOCIETY



OPEN SHOP

Thursday 1-2pm

Located on the
GROUND FLOOR, NEAR RECEPTION

Special thanks to our kiosk volunteers
Pam and Di



Room visits
Tuesday afternoons

See Lifestyle Staff for more information

Available for purchase:

SWEETS & TREATS

- Chocolates
- Lollies & Mints
- Sweet Biscuits
- Dry Biscuits
- Chips/Crisps

TOILETRIES

- Tissues
- Soap
- Shampoo & Conditioner
- Toothpaste

SPECIAL REQUESTS

- Stationery
- Hosiery
- Batteries
- Etc.



Car Parking

All staff and visitors are reminded to use the carpark respectfully and safely at all times. This includes:

- All cars must be reversed in to parking bays
- Refrain from going over the 5km/hr speed limit
- Disabled car spaces are for those with a valid permit only, no staff are to use these spaces, and please report if you do identify a staff member in these spots
- Reception is for drop off and pick up only

Bus News

We are excited that our new bus for resident outings will soon be arriving. The brand new Mitsubishi Fuso 'Rosa' is the same size as our current bus so will offer the same viewing opportunities for passengers, but will improve comfort and safety for the driver and passengers.

The wheelchair hoist installation will take place after delivery so our outings will continue to be accessible to a passenger in the wheelchair position each trip.

Library – Home Library Service

Faversham House is a member of Boroondara's Home Library service. Each month we receive a delivery of library items to our door. Any residents who wishes to be part of this service can borrow anything from the library catalogue or ask for specific titles.

Lifestyle staff liaises with library staff and volunteers to update on resident requests. Our staff will deliver the monthly selections to your room and collect the items from you to be returned.

If you are interested in becoming a member, or renewing your membership, speak to lifestyle staff and we will ask you about your reading and listening preferences. There's no limit on the number of items you can borrow.

Resident/Representative Meetings

You are invited to attend quarterly meetings that provide information about the services at Faversham House. You will have the opportunity to hear about improvements being made to care and the environment and upcoming events and activities.

These meetings also provide another avenue for feedback; to ask questions and provide ideas about things that would improve your daily life.

Meetings are held on Wednesdays at 3:00pm on the following dates this year:

Ground Floor & First Floor

1st May, 7th August & 6th November

Hamer 1st & 2nd Floor

8th May, 14th August & 13th November



Stronger Standards, Better Aged Care Program

Implementing and regulating the strengthened
Aged Care Quality Standards

The government is introducing a new regulatory model for aged care. The new model will ensure older people in Australia at the front and centre of regulation. It will increase protections for older people and empower them to exercise their rights. It will also better support continuous improvement in the sector.

The Aged Care Quality Standards are being strengthened as part of the proposed new regulatory model.

To help prepare providers to be ready for the strengthened Standards, we are implementing the Stronger Standards, Better Aged Care Program.

Through the program, we will help providers to understand:

- the changes in the Aged Care Quality Standards and other regulatory obligations
- how to prepare for the changes
- how the Commission will assess performance under the strengthened Aged Care Quality Standards.

Pilot project

Changes to the strengthened Standards mean we will need to change the way we assess provider performance. We are developing a revised audit methodology to assess compliance of the strengthened Standards.

As part of the program, we are piloting the revised audit methodology with 40 providers to understand how the strengthened Standards, performance assessments and audits will work in practice.

The pilot will also help us to identify the support and guidance that providers will need.

Providers participating in the pilot are representative of different care and organisation types, locations and diversity in the needs of people receiving care.

A briefing pack and further information is available on our [website](#).

When we have evaluated our learnings from the pilot we will share them with the sector.

Standards comparison

To support providers to understand the changes, we compared the draft strengthened Standards to the current Standards.

We assessed each of the 152 actions that sit under each of 7 strengthened Standards and classified these into 4 categories:

1. existing requirements are unchanged
2. obligations that currently sit elsewhere in the regulatory framework and have been moved into the strengthened Standards
3. more clarity and added detail to content of the current Standards
4. actions that are new or enhanced

Our [Strengthened Quality Standards Framework Analysis](#) report provides detailed information on our findings.

Program outline

We are committed to preparing everyone for the introduction of the strengthened Standards on 1 July 2024 and keeping that support going as needed.

The timeline on the right provides a summary of the program timeframes.

The existing Standards continue to apply until the strengthened standards are implemented.



Program timeframes - indicative

December 2022

- ✓ **Public consultation - strengthened Quality Standards**
Consultation activities by Department
- ✓ **Draft strengthened Quality Standards release**
Draft Standards available to ACQSC to design implementation
- ✓ **Design & test a new audit method**
Design new audit methodology and run a pilot program with providers
- **Public consultation – New Regulatory Framework**
Consultation activities by Department
- **Feedback on pilot outcomes**
Feedback to Sector and Department on pilot outcomes
- **Design the change support**
Design the transition steps and change support
- **New Aged Care Act**
New Act passed. Final strengthened Quality Standards published
- **Readiness test**
End to end testing of method, processes and support materials to confirm readiness
- **Release of guidance materials**
Final guidance materials and learning resources released
- **Go live**
Strengthened Quality Standards in place
- **Continued support and resources**
Provide intensive support to stakeholders to embed practices
- **Monitor & reflect**
Assess ways of working and adjust where required

October 2024



Resources

- Stronger Standards, Better Aged Care Program - agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program
- Draft strengthened Quality Standards - health.gov.au/resources/publications/strengthened-aged-care-quality-standards-pilot-program
- Strengthened Quality Standards Framework Analysis - agedcarequality.gov.au/resources/strengthened-quality-standards-framework-analysis

Your feedback and questions are welcome

We value your questions, suggestions or any feedback. You can submit them to

Email agedcarereform@agedcarequality.gov.au

Phone 1800 951 822

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

Stay up to date:

Website

agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program

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agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program



Phone

1800 951 822



Web

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Write

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