

## THE MAROBA NEWS



September 2011

Welcome to this edition of the Maroba News. Firstly may I take this opportunity to welcome any new families and residents to Maroba Manor. I hope your time with us will be full of love, joy and friendship. Please know that we are here to work together to provide the best care possible to your loved one within our capabilities and are happy to hear from you and get your feedback in order to do this. I know that you liaise with the Registered Nurses in each area about everyday issues, and this is the best way to achieve great outcomes, but if you do not get satisfaction or feel that an issue remains unresolved please do not hesitate to contact Debbie Laver (DOFS) or myself, Karen Best (EDOFS) to discuss any concerns. We are unable to fix or deal with issues if we are unaware that you have them.

Firstly I would like to thank you all for your assistance during our recent Disaster Seminar. We truly appreciate you making other visiting arrangements for this day and apologise if our plans disturbed your visiting in any way. Leaving the car park empty was very helpful as we hosted over 120 delegates for this seminar. We conducted tours of Maroba and everyone was very impressed with our facility, staff and the way our residents were cared for and treated. It was a wonderful success which could not have happened without your help.



I would also like to inform you of some recent changes to legislation. As you know we have an external body for you to access should you have any concerns that can not be resolved within our facility. This was called the Aged Care Complaints Investigation Scheme. As of September 1 2011 this is now called the "Aged Care Complaints Scheme." The contact number remains the same but the Scheme is now focused on providing a more mediatory

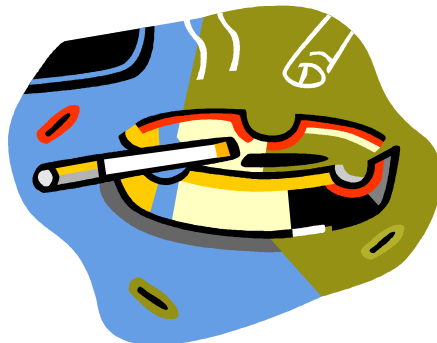
approach to resolving any issues you may have and may refer the issue back to the Organisation rather than being involved. You can find this number on posters and brochures around our facility and also in your resident handbook. I would ask that you please give us the opportunity to work with you to resolve any issues you may have here prior to you accessing this service.



Other changes to the legislation involve the prudential arrangements for organisations. This relates to Bond management and the use of Bond monies and expectations of the Government concerning this. This only applies to new bonds that are taken by the Facility after September 1 2011. If you require further information concerning this please make an appointment to see either Silvana Misevska (Accountant) or David Cole (Director of Finance).

Access to visitors and family members toilets are on the ground floor adjacent to the Junction Café. The toilets on lower ground floor are actually for our staff so please use the toilets provided for you.

Just a reminder that it is **STRICTLY** no smoking in our facility and within 100 metres of any building. We house very frail and vulnerable people and if a fire should start within our building it places many lives at risk. While all staff attend yearly fire and evacuation training we pray we never have to use these skills. We have been made aware that smoking is occurring in our visitor toilet area. This is an offence under the fire act and if caught will result in fines. Your cooperation with this request is very appreciated. If you wish to smoke there is a designated area outside in the gazebo adjacent to the end of the car park. Please use this area only.



It is not too late if you have not taken advantage of the flu injection for the prevention of the flu that is circulating in Australia at present. Newcastle has had some confirmed cases of this. Having the flu shot gives you immunity and consistent vaccination on a yearly basis is believed to give you some protection should a pandemic infection occur. Health professionals are also recommending a booster for whooping cough should you be over the age of 21. There is a new vaccine for this and for those who were given the old vaccination, you will no longer have immunity. This illness can be very severe and last months, so re-vaccination is recommended.



As we are now heading into the warmer weather it is really important to keep up with our fluids. This is vital for overall well being, to prevent dehydration and also urinary tract infections. You can assist us by offering drinks to your loved ones when you visit. We also keep water ice blocks in our freezers in each hub for our residents to try and keep up their fluid levels. Just ask our staff if you want one of these to give to our residents.

We had 16 of our staff nominated for the Hunter Achievement awards. I could have nominated many more but time did not permit this. These awards recognise staff for their commitment to Aged Care and our residents. Of the 16 nominated 4 of our staff made it to the finals, after being assessed by a panel of 3 independent judges. They were: Linda Sharman, Lisa Ford, Michael Hughes and Gina Parslow. We attended a lovely night at Noah's for this presentation. Our staff did not win in their categories but all of the 16 staff nominated should be very proud of what they do. We would not have the wonderful care and services in our facility if it wasn't for the dedication and commitment of all of our staff.

We have now commenced a pain clinic for our residents to improve the management of our residents pain and thus enhance their quality of life. Julie Williams is running this clinic. This service offers hot packs, wax baths

for stiff and painful hands and fingers, Tens machine, for muscular aches and we are also purchasing an Enar machine, which is for muscle and ligament pain but can also be used for wound healing. Our residents are assessed for pain management and these services will be utilised should we feel they may be of benefit. It is our residents right to refuse this service should they not wish to participate. We are hoping that these services will provide our residents with some relief from ongoing pain for chronic and acute issues and will be monitoring the results of this to assess it's effectiveness. If you require further information or feel you may want this service. Please see Julie Williams. She is the RN on Honeysuckle and is often in the clinic room located near our front office. Julie also deals with our palliative care area and Advanced care planning for our residents so can be contacted for these issues also.

We are required by law as a workplace to abide by the Occupational Health and Safety Act 2008. This means that we are required to eliminate, reduce or control any hazard that we become aware of in our home that could cause injury to our staff or others. Failure to this could result in personal fines from \$30,000 - \$300,000 depending on the designation of staff and up to \$3 million dollars for our Organisation. Part of this includes the use of lifting equipment for our residents when they are no longer able to stand without harm to staff and also the use of modified clothing for our residents when they are unable to be dressed in unmodified garments without discomfort to themselves and enormous effort by our staff. We would appreciate your cooperation in this area to not only ensure the comfort of our residents but also the safety of our staff. I am sure that in your working lives your Organisation does not ask you to attend jobs that can put you at risk of injury. We try to maintain the dignity and independence of our residents for as long as possible but when these choices are unsafe for our residents and our staff we do need to change them. Often modified clothing is required more for the comfort of our residents than the safety of our staff as stiff and painful limbs can be very hard to place into unmodified clothing choices.



**Some personal news.**

I know that I told you about the wedding of my eldest son last year - well the exciting news is... I am going to be a Nana. My son, Kyle and his wife are expecting their first baby in November. I will let you know further news when this exciting event occurs.



We would really encourage you to be involved in our Maroba life by making suggestions for us to improve what we do. If you ever have that saying in your head that goes..." I would really like it if....." or "It would be so much better if....." then please let us know what these if's are. We are always happy to hear of ways that we can improve what we do to enhance the lives of our residents.

Again please feel free to contact Debbie or myself if you have any areas of concern you wish to talk about or to provide us with any positive feedback. We are always happy to meet with you to discuss these issues. Matters will never be resolved if we are unaware that they are occurring. If you do not wish to see Debbie Laver or Myself, personally you are welcome to ring us between 8.00am and 4.30pm on: 49 350 300.

Otherwise you can email us:

Debbie Laver: [debbie@maroba.com.au](mailto:debbie@maroba.com.au)

Karen Best: [karen@maroba.com.au](mailto:karen@maroba.com.au)

Please don't hesitate to use any of these options to contact us. Any feedback that I receive in writing, I respond to in writing and I also respond to any emails received.

I believe we are all here for the one goal and that is to provide the very best care and service we can to our residents given the resources that we have available.



Our sustainability project continues to move along with Maroba now reviewing provider options for their sustainability to reduce our carbon footprint and resource usage for future generations. You can assist us by using water and electricity wisely in our home. i.e. switching off lights when you are not using them.

For your information we are installing the Simivita system into Nobby's and the Hill. This will enable us to assess our residents' continence needs in a discreet, wireless manner. If you wish to know more about this please speak to the RN on your level and she will explain the system to you.

Just for your information the Government is currently reviewing the Accreditation standards. These are the 44 outcomes by which we are assessed. We are required to obtain compliance in all 44 standards in order to stay Accredited and operational. At this point the new standards are in draft for feedback by the sector, and further updates indicate that these will not be implemented until the end of next year.

Please remember we hold resident/relative meetings monthly in our units. You are very welcome to attend and participate in the decision making of our home. This is another opportunity for you to provide feedback to us and stay informed on what is happening.



Thanks for your wonderful participation in our Maroba Family.

Until next time:

Karen Best

Executive Director of Facility Services

Remember: *"Shoot for the stars and you may land on a cloud."* Anon

For those wishing to be added to our *SMS* (text message) notification system, please fill out the following and return it to our front office.

Name: \_\_\_\_\_

Mobile phone contact number: \_\_\_\_\_

Unit where relative/self located: \_\_\_\_\_  
(Honeysuckle, The Hill, Nobby's, Waratah)