

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

The Older Persons Advocacy Network has created a short video to help you understand the new Charter of Aged Care Rights.

You can view it here: <https://vimeo.com/341691673>

From the General Manager's Desk

It's hard to believe that it is time to write another newsletter – the year is flying by, and we are already a few weeks into winter!

Since we last wrote an update, there have been several new things happening around the facility...

Both the Sunflower Room and Community Centre have been fitted with new projectors, larger screens and new speakers. As a result, both spaces can now be used for movies, training and other events. The systems are automated and controlled by a wall panel. Staff are able to run the equipment in the Sunflower Room for residents, which is already proving wonderful for church services and also watching TV on a larger screen. Among other things, the Community Centre system is becoming a great venue for movie nights for village residents!

We have also been able to access government programs to have LED lights fitted throughout the facility, as well as new shower hoses in all bathrooms. These new shower hoses are much more water efficient, as well as having adjustable heads and longer hoses – which provide more flexibility for staff and residents.

You will probably have also noticed a new face at reception recently. Belinda Waterhouse joined us at the end of April and will be helping Adie at the front desk.

The Village dinner was held again in the dining room in early June and continues to be popular. If you attended this meal, you would have noticed a large corner of the dining room was converted into a storage room. This was a temporary dry store area while Greg and his team completed a kitchen renovation. The kitchen and dry store area has now been updated, with extra shelving also installed. It is a much lighter and brighter space now that it is all complete.

As well as all of this activity around the facility, we are also busy working towards the introduction of the new Aged Care Standards and Aged Care Rights that come into effect on 1 July. Inna provides more information on this in her greeting.

Village residents will also have noticed ongoing work on their homes. The guttering work is progressing well and should make a difference as the wetter weather hits in the coming month.

We warmly welcome the new residents who have moved into the facility for ongoing care.

Dirk Schurink

From the Residential Services Manager's Desk

As we near the end of June, we are in the final stages of preparation for the transition to the New Aged Care Standards from 1 July.

On the back of the newsletter is a copy of the Charter of Aged Care Rights, which will soon be circulated individually to all residents and families. We will provide all residents (and/or a representative) with the opportunity for conversation and questions about the new Charter by the end of September. There will be an information session in July, so please check your email for an invitation in the next few weeks.

These new standards ensure that residents are kept at the centre of everything we do (as you can see in the image below) – something for which Outlook Gardens is already striving in all facets of our community.



In keeping with this central focus, we also maintain a regular pattern of family conferences. This is an important time to meet with care staff for a more formal conversation about your loved one. Invitations are sent by email, post or phone, seeking your response to arrange a time to meet with us. We strongly encourage you to make this meeting a priority. Of course, we welcome your feedback at any time, and if something is concerning you, please talk to us straight away.

We would also like to ensure that you know those who are caring for your loved one. Each unit has a dedicated Care Coordinator, who is responsible for the oversight of the smooth running of their area, including supervising care staff. On page 7 you can get to know some of the faces behind the care.

Inna Emelianova

Community Spirit

In a recent conversation with a resident we acknowledged how challenging and difficult it is to grow old...my companion quickly said, 'I don't want to do it again'. We had a laugh, and spoke of a past resident who had described 'old age as cruel' and evangelist Billy Graham's quote that 'growing old is not for sissies!'

Aging comes with many challenges. Aches and pains are constant companions along with the deterioration of health – eye-sight, hearing and other issues; loss of mobility, independence, family homes, friends and neighbours, confidence, strength and many other difficulties as well. Every day is a challenge to get up and face the world. We need a lot of grace...grace from God, grace from others and grace from ourselves.

Outlook Gardens is a place to do life, grow and age alongside one another in community. Staff, volunteers, visitors and family members all participate in residents' care and well-being. We are not only an aged care facility but a Christian organisation—God is very much part of this community and spiritual care is important. *"For where two or three gathers in my name, there am I with them"* (Mt 18:20).

As a Christian community we look to scriptures for hope, encouragement and wisdom. Hebrews 10:24-25 asks us to *'consider how we may spur one another on toward love and good deeds, not giving up meeting together, as some are in the habit of doing, but encouraging one another—and all the more as you see the day approaching'* therefore *'dear friends, since God so loved us, we also ought to love one another'* (1 John 4:11) keeping in mind to *'make every effort to keep the unity of the Spirit through the bond of peace'* (Eph 4:3). *'For we were all baptized by one Spirit so as to form one body—whether Jews or Gentiles, slave or free—and we were all given the one Spirit to drink'* (1 Cor 12:13). *'For just as each of us has one body with many members, and these members do not all have the same function, so in Christ we, though many, form one body, and each member belongs to all the others'* (Rom 12:4-5).

We are a vibrant community, and are thankful for the community spirit which is fostered through faith, activities, fellowship and companionship. Residents share in group activities like bus outings, shopping trips, cultural day celebrations, cards and games night, happy hour, movie nights and Sunflower room church gatherings. Individual fellowship and servanthood are demonstrated in simple acts like helping one another in the dining room and giving out free hugs. Some meet after dinner to knit, crochet, chit-chat, sing hymns, read the bible together and offer prayer support especially during times of illness and nearing end of life. The kindness, thoughtfulness, care and love makes a difference to the whole community.

The bible encourages us to *'walk in the light, as he is in the light, we have fellowship with one another, and the blood of Jesus, his Son, purifies us from all sin'* (1 John 1:7). *'Live in harmony with one another. Do not be proud but be willing to associate with people of low position. Do not be conceited'* (Rom 12:16). *'Very truly I tell you, whoever accepts anyone I send accepts me; and whoever accepts me accepts the one who sent me'* (John 13:20). *'Finally, all of you, be like-minded, be sympathetic, love one another, be compassionate and humble'* (1 Pe 3:8). *'And over all these virtues put on love, which binds them all together in perfect unity'* (Col 3:14). *'How good and pleasant it is when God's people live together in unity!'* (Ps 133:1). We have a race to finish, so let us all spur one another on in love and keep our eyes focused on Christ and *'the grace of the Lord Jesus be with all. Amen'* (Rev 22:21). Peace to all. Blessings in Christ!

Chew Nang

Pastoral Care Worker

Could you volunteer some time and talent?

We are always looking for volunteers to join our community for an activity! If you are interested please contact Georgie our Lifestyle Co-ordinator on 9795 7566. We would particularly love more people to be involved with reading, board games, craft or any other special skills or talents

Meet some of our staff...

Each of our units is staffed by a dedicated team of people, with a care coordinator looking after each unit. We'd like to take a moment to introduce some of the people we would like you to know...



Karen
Admissions Officer &
Div 2 Enrolled Nurse



Princess
Grevillea & Banksia—Div 1 Registered Nurse
Banksia—Care Coordinator



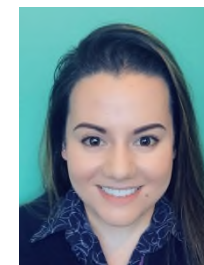
Parisa
Lavender—Div 1 Registered Nurse



Ashleigh
Lavender—Div 2 Enrolled Nurse
& Care Coordinator



Briony
Grevillea—Div 2 Enrolled Nurse &
Care Coordinator



Lupe
Magnolia—Div 1 Registered Nurse
& Care Coordinator

Also, did you know?

A **wheelchair** is available for loan from reception for outings

Eye testing is conducted for all residents each year

A **podiatrist** visits every 6 weeks (see dates below, please book through reception)

Hairdressers visit twice a week (please book through reception)

Hearing tests are available as needed (please enquire through care staff)

DATES TO REMEMBER

- A bi-monthly **Residents and Family Support Meeting** is held in the Magnolia Lounge. You are more than welcome to join us for any meeting. The next one will be at **9.30am on Thursday July 25**.

- Free information session on **Enduring Powers of Attorney & Medical Decision Making**. Community Centre, **6pm on Wednesday 7 August**

- **Podiatry** visits are scheduled for **August 6, September 17, October 29, December 10**



Village Happenings

Autumn is such a lovely season and to walk about and appreciate the beautiful gardens in the village is a real joy. Once a month we get together to catch up with friends and enjoy nibbles and drinks at 'Happy Hour' in the community centre.

Over the last few months we have had a number of birthdays, which means cake & coffee celebrations for those people on their special day.

For people who like to keep fit, exercise sessions in the community centre take place at 10am on Wednesday mornings and are popular.

Monday afternoons at 1pm is bowling time—always lots of fun and finishing with a cuppa and lots of talk.

The village as a group thank management for organising the dinners in the hostel—it is so nice to look forward to enjoying dinner with friends.

At our last film showing called 'Kings Faith' we were able to use the new sound equipment and bigger screen which was a big improvement. Hopefully more good films to come!



Having a birthday?

Lounge areas may be booked via Reception for resident birthday celebrations. However, please do not use birthday candles or sparklers (no naked flames) within the facility. In order to ensure everyone's safety, our heat & smoke detectors are very sensitive!

New Medicare or Pension Card?

If your family member receives a Medicare or Pension card with a **changed expiry date**, please provide the details or a copy to Reception or nursing staff so we can update our records.

Going out?

If you are going out/taking a resident out, please **tell the nurse's station before you go**

New Clothes?

If you or family members are bringing new clothes, please leave them in a named bag at reception or with care staff to be **labelled**. Unfortunately we cannot take responsibility for lost clothing if it is not labelled.

Also, with cold winter weather upon us, please ensure that you have enough warm clothes. Remember that **woollen clothes do not cope well in our laundry**.

Lost something?

If you or your loved ones are missing clothing items, please ask Reception or care staff.

Leisure and Lifestyle

It has been a busy few months at Outlook Gardens, with lots of activities and outings for everyone!

In April, the Pastoral Care team led a beautiful Easter Service in the Community Centre, and then Dandenong RSL visited to conduct an ANZAC service, followed by afternoon tea for our RSL residents.

We have also enjoyed several other special afternoon tea events! Georgie, our wonderful Lifestyle Coordinator, celebrated her 50th birthday, Jatinder was farewelled (we will miss her art and craft skills), and there was also a special Mother's Day afternoon tea where all our ladies received a beautiful gift.

As well as all of the above (plus our regular activity groups), there have also been some special outings. Places we have visited recently include: Warratina Lavender Farm for a Patchwork Quilt Exhibition, Bunjil Place in Narre Warren, and morning tea at Madeline's (Jells Park).

A cold but sunny morning at Bunjil Place



Morning tea at Madeline's...

Hot drinks and beautiful (giant) scones!



Afternoon Tea to share...

Jatinder's farewell



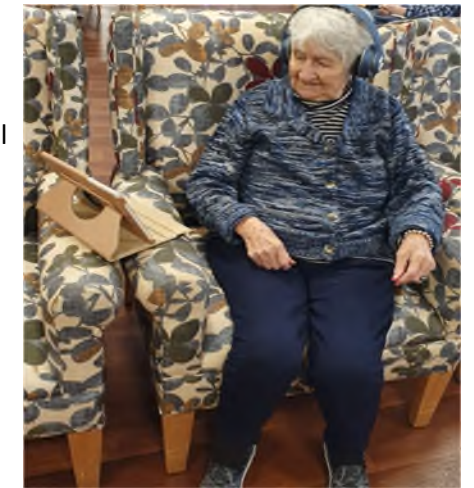
Mother's Day



Music in Aged Care

At Outlook Gardens we recognise the value of music and the benefits it can bring to our residents. We have many musical programs at Outlook Gardens ranging from group programs such as Happy Hour, where residents are encouraged to get up and have a dance, to music group, and even sing a longs.

iPads and headphones have also been provided in each wing, with individual downloaded playlists for each resident to listen to their favourite songs. If you have any suggestions for your loved one, please contact Georgie in the Lifestyle Department.



Catholic residents receiving Holy Communion

YOUR DOCTOR = YOUR CHOICE

You have a choice of doctor. On entering Outlook Gardens, we encourage you to continue to see your own doctor (please ask your doctor whether they are able to visit the facility to see you). If you are unable to continue with your own doctor, we have six doctors visiting the facility each week. If you wish, you may visit their clinic to meet the doctors beforehand to make a choice for your ongoing care: Hill Medical Services (51 Chandler Rd, Noble Park 9562 4766).

YOU ARE INVITED...TO A FREE INFORMATION SESSION

As part of our commitment to ongoing education and providing the best care possible, we would like to invite residents and family members to a free information session on **Enduring Powers of Attorney & Medical Decision Making**. Please join us at **6pm on Wednesday 7 August** in the Community Centre for an informative session run by the Office of the Public Advocate. The session will run for approximately 1 ½ hours, and supper will be provided. We hope to see you there – please RSVP to reception (admin@outlookgardens.com.au) if you will be joining us.