



# BONEHAM BANTER



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Hello and as always, welcome to our new residents, staff, families and friends who are now part of Boneham Aged Care Services.

Australia needs to re-affirm the value of this most important work and the genuine contributions of the aged care workers in supporting the quality of life for older persons.

This is important, meaningful work that deserves positive acknowledgement. It is vital if we want a well trained, experienced and quality work force to respond to the significant demands of seniors now and into the future.

We are proud of our work here at Boneham Aged Care Services, but acknowledge that there is always room for improvement.

### Royal Commission

The Aged Care Quality and Safety Commission Bill 2018 was passed in Parliament on 27th November 2018 to establish the nation's first independent Aged Care Quality and Safety Commission.

The role of the commission is to implement a strong but fair regulatory framework that will protect and enhance senior Australians' quality of life, safety, health and wellbeing.



Jenny Norman General Manager

### Inside this issue:

Editorial	1
Care Corner	2
Kitchen Capers	2
Leisure & Lifestyle	3
Calendar of Coming Events	4

From 1 July 2019, the new Aged Care Quality Standards (Standards) will apply to all aged care services including residential care, home care and short-term restorative care, as well as services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and the Commonwealth Home Support Programme.

Boneham is working diligently to ensure we are ready to meet the new standards. Please ask if you have any questions.

**'NOTHING ABOUT ME, WITHOUT ME'**



### WELCOME

A warm welcome to Pat Rogerson, Ivy Hateley, Betty Hale, Gwen Lockwood, Clive Bryson, Max & Norma Johnson, and John Eizuguirre who have joined us in the past few months at the facility and to Barbara Burris in the cottages. Also welcome to new staff Suezan Skeer, Chloe McGuinness, Leanne Collyer, Lynda Phillips, Demi Milnes, Deidre Horand, Emma Cartwright and Lisa Ryan. We hope your time with us will be both enjoyable and satisfying.

### Quotes

He was so narrow-minded, he could see through a keyhole with both eyes.

Molly Ivins

If you're gonna be two-faced, at least make one of them pretty.

Marilyn Munro

People who think they know everything are a great annoyance to those of us who do.

Isaac Asimov

Wine: a constant proof that God loves us, and loves to see us happy.

Benjamin Franklin



### OUR MISSION

Delivering excellence in aged care services that meet or exceed the needs and expectations of our residents and clients



Resident care and support

Each resident at Boneham Aged Care Services has a care plan that includes information that staff use to provide the care that each resident requires. The care plan supports the resident's preferences and choices in their day to day care. The registered nurse on each shift (Melissa, Rae, Shelia and Anne), with the assistance of the enrolled staff, update the care plans as residents needs and preferences change. This may occur after a serious event such as a stroke or a broken bone, for example or may be in response to a change in preferences such as changing from a morning to an evening shower.

The care plans are also routinely reviewed and updated. Registered nurses, Jemma and Emma are currently completing all routine care plan reviews. They are speaking to residents and their families about the care plans. Jemma and Emma are very keen to hear about any changes you may wish to make and to follow up on any questions or concerns you may have. Jemma and Emma will also speak to residents and their families about the care that they wish to have if they are very unwell or dying.

Continence care is supported by nurses Alishia and Lorraine who speak to residents and their families about continence needs.

ACFI specialist Fran reviews residents current care needs and ensures that funding matches the support needed.

Residents and their families are welcome to address any aspects of their care and support at any time. At Boneham we are keen to ensure that each resident is satisfied with their care and the way in which it is delivered. Please do not hesitate to contact me if I can be of any assistance.

Jo McGregor Director of Care

*Don't forget Exercises on Mondays, Wednesdays and Fridays at 9.30am*

*for Cottage and Facility Residents*

*Also Tai Chi on Thursday mornings at 9.30 with Sandra Ray*

*All Welcome*



Welcome to winter when the mornings make you feel like staying in bed and the aches and pains seem that little bit worse. Keep us informed please if you need any further assistance with any aspect of your pain management.

Now that the sun shines less during winter it's essential to get some vitamin D to keep your bones healthy.

You might also have noticed a blue or orange tag on the bottom of your bed. This is to assist us with maintaining the beds at a safe height. If you can't see yours please let us know as they sometimes fall off.

Regards Michael Filsell Allied Health Manager

**Did you know:**



- that you burn more calories eating celery than it contains?
- an average person will spend 25 years asleep?
- apples are more effective at waking you up in the morning than coffee?

**Mark's Rice Salad**

Mix together:

- 2 cups cooked brown rice
- 2 tablespoons raisins or sultanas
- 1 apple with skin, chopped
- 200 g salted peanuts

- 1 green pepper
- 2 tablespoons chopped parsley
- 1 chopped onion

- Dressing:
- 1/3 cup peanut oil
  - 1 clove garlic, chopped
  - 1 tablespoon curry powder

- 1/3 cup vinegar
- 2 tablespoons sugar
- Salt & pepper

This is a favourite with some of our staff. We hope you enjoy it.



*From Heather and the team in the kitchen*

**Kitchen Capers**

## What's New from the Leisure and Lifestyle Team

Hello to all,  
 It's that time of the year when we need to rug up with winter well upon us. Thank you to Di Sampson from the Baptist Church for conducting our Anzac Day Service once again this year. Also to Sophie and Megan Tilley who helped the residents to place their poppies on the wreath.  
 May saw Mother's Day with Collen Hammant bringing in some old wares for us to reminisce about, followed by a yummy High Tea.  
 Our footy tips are half way through the season already with our leaders being: 1<sup>st</sup> Marg Mullan , 2<sup>nd</sup> Harold Murby & 3<sup>rd</sup> Don Cameron.  
 We will once again be holding our family hour at 2pm on 5th July, so please join us. The songs are being sorted and the actors and actresses are being hunted down. Please RSVP Deb.  
 It's nearly time to dust those aprons off and get ready for our annual lamington drive. Order forms are out. Lamingtons will be dipped, rolled, packed and delivered throughout July & August.

A big thank you to everyone who supported our Biggest Afternoon Tea and to Marg Mullan's who helped organise the day. We raised a whopping total of \$449.00, top effort by everyone. Raffle winners were 1<sup>st</sup> Joan Sporer and 2<sup>nd</sup> Wendy Smith.

Just a reminder we hold our annual fete in October which includes bric-a-brac, cooking, produce & food stalls. If you have anything to donate it will be greatly appreciated.

Our Facebook page is receiving lots of positive feedback and we now have 150 members so please join the page if you haven't already done so.

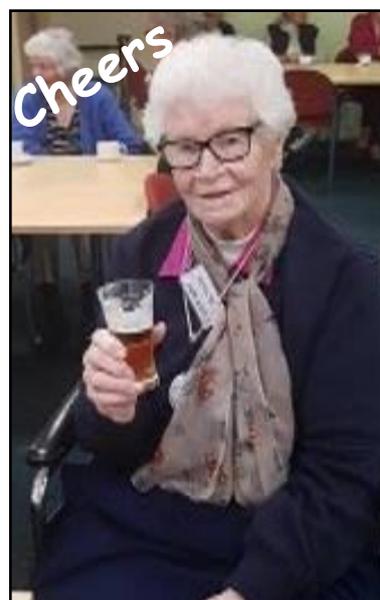
Rug up and keep warm. Let's hope the dreaded cold stays away from us all.

Take care,

**Love Deb & the team**



**Happy Hour  
 with  
 Chick & Joan**



## Volunteers

are always needed to join our team to assist in various activities for our residents and also in the Coffee Shop.

If you are able to help please contact **Deb Cavanagh** for activities and **Glenys Ridley** for the coffee shop

87 334 331

To our wonderful volunteers already giving their time... a big

**"THANK YOU"**

## Birthdays

### June

- 02 Pat Richardson
- 03 Anne McLay
- 17 Wilma Leibhardt
- 19 Kevin Young
- 20 Jane Compton

### July

- 17 Phyllis Gurney
- 18 Ros Granziera
- 25 Rona Walker
- 26 Milton Parish

### August

- 08 Monica Kenny
- 09 Maria Prates
- 10 Annie Howieson
- 11 Neville Gurney
- 14 Annie Werk
- 14 Ross Pilven
- 15 Margaret Young
- 16 Joan Sporer
- 17 Gwen Lockwood
- 18 Sandy McLean
- 19 Grace Orchard
- 29 Ida Nesbitt

**We wish them all a Happy Birthday**

We would like to acknowledge our hairdresser, Chris, and thank her for her contribution to our residents' grooming. She is available Mondays, Wednesdays and Fridays. Please see staff to make an appointment.

## Privacy Policy

**Boneham Aged Care Services Inc** is committed to protecting your privacy and to ensuring we provide you with the best possible care and services. Our Privacy Policy is developed in accordance with the Australian Privacy Principles as contained in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you.

A copy of our Privacy Policy is available on our website or at our facility. We will provide a copy of our Privacy Policy to you when you are admitted to our facility or before we start providing services to you.



Just a friendly reminder that Mary Cecelia Hart Court and grounds is a No Smoking area



### RESIDENTS' CLOTHING

If you purchase new clothes, please place the items in the paper bags in the resident's bathroom so that they can be labelled correctly. Please also remove from the wardrobe any clothes that are no longer suitable.

### Resident & Family Forum

For those families new to us, Family Forum is held at 2pm on the first Wednesday of every month for residents and their families. Jenny Norman and her senior team attend and share information about what is happening at Boneham. It also provides an opportunity for residents and their families to make suggestions or raise any issues they might have. We look forward to seeing you at our next meeting.

### Café La Fromelles Opening hours

Wednesday to Friday 10am to 3.30pm  
Saturdays 10am to 2pm



for Lunches  
and  
Morning &  
Afternoon Teas



*There is also a sending machine with snacks & drinks in the Coffee Shop*

## Calendar

### June

- 05 Resident & Family Forum 2.00pm
- 14 Baptist Church 1.30pm
- 26 Absolutely Anything Gift Shop
- 27 Catholic Church 10.00am
- 28 Happy Hour Diva Room 3.00pm

### July

#### Lamington Month

- 03 Resident & Family Forum 2.00pm
- 05 Family Hour Diva Room 2.00pm
- 12 Kevin Sporer 10.00am
- 26 Happy Hour Diva Room 3.00pm
- 30 Cottage meeting

### August

- 07 Resident & Family Forum 2.00pm
- 30 Happy Hour Diva Room 3.00pm

Please refer to your Monthly Activities calendar for more information



### CHURCH SERVICES

Uniting 9.45am 2nd Tuesday Diva

Baptist 1.30pm 3rd Friday Diva

*All Welcome*



### Comments, Compliments & Complaints

We appreciate any suggestions to improve our efforts. Your feedback plays a vital part in assisting us to develop quality services. We would like to know when we do a good job, how we can improve or provide a better service and whether you are satisfied with services provided. Ask one of our staff how you can make a comment, a compliment or a complaint. The Aged Care Quality and Safety Commissioner provides a free service for anyone to raise their concerns about the quality of care or services to people receiving aged care services. The Commissioner has offices in every State/territory and may be contacted on a national toll free number **1800 951 822**.

Complaints may also be made online at:  
[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)



Australia's  
**BIGGEST MORNING TEA**  
at Boneham



# What the new Aged Care Quality Standards mean for you

## What are the new standards?

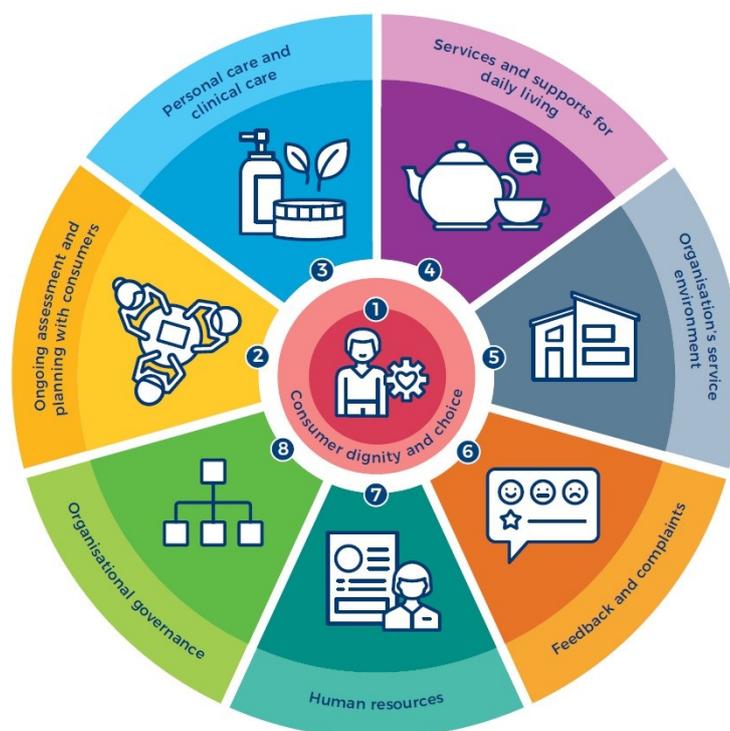
The Australian Government has set some new Aged Care Quality Standards that clearly define what good care should look like. These new Standards have been published and your service will have to use them from 1 July 2019.

The new Standards make it easier to check that people receive good care. Good care is not about your provider 'ticking boxes'. It's about them caring for you and your individual needs.

Each Standard says what you, the consumer, can expect. Your aged care provider has to meet an "outcome" for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well being. The graphic shows you which part of your care these standards relate to, or you can see the list below:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance



## Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing the care is well-run.

## What you can expect in aged care

It doesn't matter whether you are getting care at home or you are living in a residential aged care home. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, let someone know. Raising concerns isn't 'being difficult', it's a normal part of service delivery.

## What you can do if you have a concern

You and your family should feel comfortable that you can raise questions and issues with your provider if you feel your care isn't up to Standard. If you don't feel comfortable talking about these issues with your aged care provider, you can contact the Commission and other services may be able to help you.

You can contact us to give feedback about the quality of care and services you have received. This is different to making a complaint. This information helps us in accrediting, assessing and monitoring services against the quality standards. To provide feedback, please call us on **1800 951 822** or email us at [Audit.Feedback@agedcarequality.gov.au](mailto:Audit.Feedback@agedcarequality.gov.au).

You can also contact us to raise concerns about the quality of care and services you have received. Raising concerns provides an opportunity for aged care services to become aware of issues, find solutions and improve their care. More information and contact details can be found [here](#).

If you're not sure about raising an issue, advocates are available who can help you work out what your rights are and what your options may be. You can speak to an advocate by calling **1800 700 600** or visiting the Older Persons Advocacy Network (OPAN) website.

Translating and interpreting services are also available. **All of these services are free.**