



*Above: Don, ready and waiting for his special guest.*

*Main photo: Don and Gloria share a special moment.*

*Read about more Hero's Wishes on page 4.*

## A Hero's Wish for Don & Gloria

To celebrate his birthday on Christmas Eve, Don asked for a special date with Gloria! He wished to prepare lunch and invite her to share his birthday with him. For twenty years, Gloria was Don's neighbour at the Independent Living Units in Beaumaris, before she moved into aged care.

Thanks to our generous Hero's Wish donor - **TNG Landscapes** - Gloria was escorted to Don's home, and with fresh supplies purchased at the Vic market, he cooked them both a lunch to remember.

It is an honour to be able to facilitate Hero's Wishes - to

hear what it is that our veterans and war widows really want and to help make it happen for them.

Gloria served in the Australian Army in Northern Queensland and Don served in the Australian Navy in Korea. Lest we forget.

# From the CEO

## Ten Year Anniversary

I have now been with Vasey RSL Care for 10 years! I was presented with a beautiful bouquet by Chair of the Board, David Paroissien OAM FCPA AGIA, together with my Certificate of Appreciation. This is something that we do for all staff, and is part of our commitment to value and appreciate the loyalty that our staff show to our organisation. I am now part of the 20% of our staff who have been with the organisation for more than ten years, while 60% of our staff have been with us for more than four years!

Having long-serving staff is an indicator of job satisfaction, so it is something that makes us proud. More than that, continuity of care and a better care experience for residents, consumers and tenants are important benefits of long-serving staff.

## The Royal Commission

This year, the Royal Commission into Aged Care Quality and Safety is at the top of the agenda for our industry.

Our organisation has a culture of 'continuous improvement' whereby projects to improve or introduce better practices in every aspect of the organisation are undertaken continuously. In the 2017-18 financial year, a total of 191 projects were undertaken in our residential aged care homes, with the impetus for these coming from many sources - resident/family member feedback, staff feedback, legislative change, the audit process, evidence-based research, breakthroughs in aged care and our strategic planning. You may be familiar with the 'Have Your Say' forms which form an important component of this process.

This being said, we believe there is always room for further improvement and we fully support every effort to improve the quality of aged care provided to all Australians.

Don't forget that anyone is able to make a public submission to the Royal Commission and this is open until at least the end of June - a specific date has not yet been released.



## New Aged Care Quality Standards

On 1 July, the current standards applying to residential and home care will be replaced with the new Aged Care Quality Standards. This will mean a lot of change for our organisation as staff adjust to new policies and procedures. However, the goal of 'person-centred care' is one that our organisation wholeheartedly supports, and while change can be difficult, the outcome will be of benefit to our care community. We will be providing more information on this topic over the next few months.

## Bowls Tournament

We are delighted to be supporting the Duke of Edinburgh Bowls Shield again this year, taking place on 13-14 April all around Victoria. Around 1,600 lawn bowls players will be taking part, all members or associate members of the Victorian RSL. We wish all teams good luck and may the best team win.

## ANZAC Day Commemorations

With ANZAC Day coming up next month, each of our residential homes will be marking the day with a service of remembrance. We welcome family and friends to join us for these services: please see the back page for details.

Very best wishes,

**Janna Voloshin**



## “...amongst our most ... vulnerable...”

**“The hallmark of a civilised society is how it treats its most vulnerable people, and our elderly are often amongst our most physically, emotionally, and financially vulnerable,” Commissioner Tracey said at the Preliminary Hearing of the Royal Commission into Aged Care Quality and Safety on 18 January. “Frail and elderly members of our community deserve to, and should, be looked after in the best possible way, and we intend to do our best to see that it happens.”**

The Royal Commission into Aged Care Quality and Safety is under way and we are closely monitoring its progress.

Of the 1,982 aged care providers in Australia (of which around half have only one aged care home), the largest 100 organisations, which included Vasey RSL Care, were required to provide a submission to the Royal Commission by 7 January.

General Manager Quality and Risk, Annette Greenwood, coordinated the submission, which required input and data from all departments.

The remaining organisations were required to make a submission by 8 February: however, the Commissioners reported that only around 900 had been received by the due date.

On 18 January, the Preliminary Hearing of the Royal Commission introduced Commissioners Richard Tracey AM RFD QC (Chair) and Lynette Briggs AO, along with senior counsel, the major themes to be investigated and the timeline for events.

The first public hearing took place in Adelaide from 11 to 22 February to gain perspectives on the aged care system as it is at the moment, hearing from representatives from bodies such as the Australian and New Zealand Society for Geriatric Medicine, the Australian Nursing and Midwifery Federation, National Seniors Australia, COTA, Carers Australia and others.

A number of issues have been uncovered, such as the fact that home care workers are not recorded by the Australian Bureau of Statistics (ABS) under aged and disability workers: instead, they are included in the broad ‘other social assistance services’ classification which also includes adoption services, marriage guidance services, operation of soup kitchens and youth welfare services.

The fact that personal care workers do not have to complete any study of dementia care in their 120 hours of practical placement was also noted by the Commissioners.

ABS figures provided to the Commission indicated that the number of people over 85 is projected to increase from 493,000 in 2017 to between 1.5 and 2.2 million in 2066 in Australia. Furthermore, the ‘dependency ratio’ - ie the percentage of the population under 15 and over 64 (outside traditional work ages) is projected to grow from 52% in 2017 to 58% by 2042 on mid-range assumptions. Rates of disability are forecast to increase, particularly among women.

The ABS presented statistics showing that medication use (including antidepressants and anti-psychotics) dramatically increases from the age of 65 and peaks at 30% for those aged 85 or more. Despite this, older people are less likely to use mental health services.

The Royal Commission reported that 800 public submissions had so far been received, as well as 5,000 submissions provided to the Department of Health, prior to the Royal Commission being set up: these will also be reviewed as part of the Commission.

Simultaneously, a number of important changes are taking place in the aged care community:

- On 1 January this year, a change was made to streamline regulation of the aged care industry and support engagement with consumers and providers: the Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency (AACQA) were combined to create the new **Aged Care Quality and Safety Commission**, a federal government department, whose motto is ‘Engage, Empower, Safeguard’.
- Importantly, from 1 July this year, the new **Aged Care Quality Standards** will be coming into force: these legislate for person-centred care, with eight new standards replacing both the Accreditation Standards (residential care) and the Home Care standards.

With the combination of these changes and the interim report from the Royal Commission due in October, this will be a significant year for everyone with an interest in aged care.

# Making Hero's Wishes Come True



**Thanks to donations to the Hero's Wish program, we are continuing to grant the wishes of the veterans and war widows in our community.**

Pictured below is **Patrick Wighton**, in the process of his wish for a round of golf being fulfilled.

Patrick is a resident at Vasey RSL Care Bundoora.



He served in the Royal Australian Air Force from 1944 to 1946, starting his training at Point Cook in high frequency direction finding (radar on screen).

Patrick (pictured right) was posted to Darwin the day war broke out and then to Ambon, a small island south of Java, where he was part of the team that installed an Air Control Station.



**Billie Lindsay**, a resident at Vasey RSL Care Bundoora, served in Malaya as a nurse on the front line.

Billie wished to have lunch with friends and family at a new Malaysian restaurant nearby. Her wish was honoured in September and she is pictured below left enjoying her Hero's Wish. Sadly, she passed away not long after.



**Alma Flemming**, a resident at Vasey RSL Care Brighton whose husband served in the ADF, had always enjoyed gardening and according to her son, she could plant a broom in the ground and it would sprout. Alma wished to have her own bit of dirt to look after.

A self-watering planter was installed outside her room so that she can grow plants and vegetables, and keep an eye on them from inside (pictured below left - before and after).



A number of other Hero's Wishes are in the pipeline...

## Call for Support

Hero's Wish is fully funded by your support. We are very grateful for all donations - of any amount - to help us fulfill as many wishes as possible.

Please consider making a donation - there is a form on the back page, or you can donate online:

[www.vaseyrslcare.org.au/heros-wish/grant-a-heros-wish](http://www.vaseyrslcare.org.au/heros-wish/grant-a-heros-wish)

**We would like to thank everyone who has helped to fulfill wishes - especially donors, lifestyle staff and volunteers. We appreciate all support to bring these wishes to life for our heroes.**

# Memorial Rose Garden - Frankston South

**If you visit Vasey RSL Care Frankston South in spring, you will be able to fully appreciate the beauty of the Memorial Rose Garden at its best.**

This quiet courtyard is at the centre of Vasey RSL Care Frankston South, and can be enjoyed from all sides.

The standard red and white roses are each planted in memory of a loved one, and bear an inscription dedicated to them.

Our gardener, Ross, maintains the gardens at Frankston South in beautiful condition, and the roses in particular have become a source of great pride to all who live and work here.

Signage has recently been installed on both sets of doors leading into the Memorial Rose Garden so that new residents and visitors are aware of its significance and can enjoy the peace and quiet it offers.

“We are lucky to have so many well-kept outdoor areas,” says Jane Jones, Residential Manager. “As I walk around the home, the gardens peep in through many windows: it’s a lovely environment.”



*Above: The Memorial Rose Garden with the roses in full bloom.*

*Right: a dedication to a loved one - Gracie (Betty) Bon - from her husband and family.*

*Below left: the roses can be enjoyed from inside the Residents’ Sitting Room - when you’re not reading!*

*Below right: the Memorial Rose Garden is beautifully maintained.*



# Engagement is Everybody's Business

**Over the past 14 months, a new model of care has been initiated at Vasey RSL Care Frankston South. Working with consultants from Dementia Australia (formerly Alzheimer's Australia), every aspect of life at the Kapyong-Flanders Memory Support Unit (MSU) has been reassessed.**

Beginning in January 2018, a group of staff were chosen to drive the project: led by Residential Manager Jane Jones, team members were Facility Care Coordinators Mandy Wakely and Rachel del Giudice, Lifestyle staff Ruwan Bogodaarachchige and Anchal Sharma, nurses Aashoo Gogia and Selbin Chacko, and personal care workers Jeannie Wright and Teagan Browne (pictured below with Dementia Australia staff, CEO Janna Voloshin and GM Quality & Risk Annette Greenwood).

**One of the most important facets of the new approach was for every person entering the Kapyong-Flanders MSU to remember that it is someone's home, and that engaging with the residents living there is everyone's business.**

"The program puts the responsibility onto every person to actively see how they can remodel their own actions and interactions," says Janna Voloshin, CEO.

"We want to work with the resident's unique individual strengths, abilities and interests: the better staff get to know the residents, the more meaningful their connection will be."

The Dementia Australia consultants carried out an environmental audit, looking at the way that rooms were set up, furniture, garden areas and accessibility, daily routines, and the residents' wellbeing.



Numerous changes resulted from this process, starting with replacing chairs with new comfortable chairs that residents can more easily get up from.

Colour has been used cleverly to emphasise or de-emphasise doors and cupboards. Outdoor areas have been made more accessible and interactive, with planter boxes at window height, and watering cans placed conveniently for residents to use.



To help visitors interact with their loved ones, activities that rely less on language and more on what the resident still enjoys and knows, have been provided in 'activity tubs'. Labelled and available at any time of day or night, these tubs help create a focus for spending time together (left).

An important change is the way that staff carry out their roles. Care staff are by their nature caring of others, and that includes their colleagues. They feel a responsibility to 'get everything done' ready for the next shift.

**The new model of care takes the focus away from the task and onto the resident.**

If a resident doesn't wish to get dressed this morning, rather than feel pressure to complete this 'task', the focus is on the resident who is happy in their pyjamas. At handover, it is enough to let the next carer know.

"The day just continues for the resident," says Aashoo. "We are there to look after them - it's more relaxed."

Jane says: "As well as improving life for our residents, and our staff, we've also seen compliments increase and complaints fall, and we've had a reduction in the need for medication. Best of all though, is that there is a sense of calm, more socialisation, and family members have remarked on a positive change."

# Are you on Facebook?

## Yes? Like our page and become part of our Community!

Our organisation has an active and engaged Facebook community - residents, family members, ILU tenants, home care consumers, volunteers and staff.

Facebook crosses the generations and we love seeing comments from grand-kids when they spot their gran or grandad!

Facebook enables us to share a wide range of posts.

To mark the Royal Wedding last year, our residents battled it out for the title of 'Best royal wave'. Pictured



is our wonderful winner, Norma from Bundoora.

We often post the events and activities

of the lifestyle and leisure programs at the five residential homes, whether it's an event such as Valentine's Day (left), a fluffy visitor like Bertie (below left) from the Lort Smith Animal Hospital, or a special birthday such as Joy's recent 100th at Frankston South.

Marking our long tradition of supporting veterans and war widows, we share important anniversaries and commemorations. These have been



particularly poignant over these last four years of the Centenary of ANZAC.

Sometimes we have a competition, and our 'guess the number of eggs in the jar' has become a popular Easter tradition.



Posts about individuals - residents, staff and volunteers - are always popular: pictured right is staff member Geraldine who bravely shaved her head to raise funds for the Leukaemia Foundation.



The residents at Bundoora showed their support with their own radical hair styles.



Facebook is also a valuable means of sharing important news, messages from our CEO and job adverts.

Overall, it's a great way to keep in touch with what's going on here at Vasey RSL Care.

So if you are already on Facebook, please like our page - [VaseyRSLCareSalutingExcellence](#) - and if you're not, now may be a good time to join.



## Like us today!

[VaseyRSLCareSalutingExcellence](#)

