

Dear Residents, Families & Staff,

We have had a very busy month with lots of changes and improvements which are currently in the planning and implementation phase.

We are currently working on our Quality Plan ensuring that we are meeting the requirements of the Aged Care Quality and Safety - Aged Care Standards. The Aged Care Quality and Safety Commission will be returning at some time in the next two months to review and assess how we have addressed the issues and concerns they raised from their visit in November 2020.

We had a lightning strike mid-April which impacted on a lot of our electrical services, including Call systems, air conditioners and other key electrical equipment. The Maintenance and management team have been working hard to ensure that there is as little impact to the facility as possible.

We have managed to fix a lot of the issues which occurred due to the lightning strike but are still identifying issues and concerns which we are getting on top of quickly.

We welcomed Corinne as the Facility Manager and she has been working with the staff to ensure we have experienced and adequate staff numbers to provide the services we need to provide. We are currently recruiting to vacancies and will continue to recruit to vacancies as we have had a few staff recently resign.

We are in the process of planning and working towards the commencement of an electronic Medical Record system called Telstra Health. Telstra Health will be implemented at both the Green Hill estate facilities with Green Hill Manor being the first site to "GO LIVE" with the commencement date of the 10th May. All care and allied health staff are currently receiving training to ensure that we have all information entered correctly and we are ensuring Care

Plans are developed reflecting the individual requirements for all of our residents.

To ensure that the Care Planning is accurate we will be arranging to meet with residents and family members to ensure that we have all relevant information for the safe and appropriate clinical care of our residents. Residents and their family members will sign off on the Care Plans to ensure that the information and plan is correct.

We are currently working on the implementation of a New system to ensure residents who have swallowing difficulties are assessed by a Speech Pathologist and their assessments are in line with the New International Dysphagic Dietary Standards, known as IDDSI. Residents on a Modified Diet will be assessed if required to ensure that they are provided with the correct consistency of Diet.

We have applied to be considered for a project being undertaken through our local Palliative Health Team. The project focusses on End-of-Life Decisions in Aged Care, called ELDAC. We are awaiting to hear if we have been approved to participate in this program.

We are currently assessing the risks of all our residents so we are aware of the incidence of risk across the facility, and we can use this information to ensure that we are addressing these high Priority issues. We have identified several concerns which many of our residents are challenged by, as an example, hearing and vision difficulties. We will be looking at implementing projects and processes to ensure we are supporting residents who have high priority risks and challenges.

We will be implementing a notice board of all Quality activities which are taking place, things we have completed, things you have told us you would like us to do and things we are currently planning to put in place. This noticeboard will be in one of the communal

areas so all staff, residents and visitors can see this information.

We do have a Staff, thank you and Recognition Program, called the STAR program. This is the opportunity for staff, residents and Visitors to nominate staff members who you would like to thank or recognize for the work they do. There are posters in each area of the facility and at reception. We will recognize the staff at the Resident and Relatives Meetings and the Staff meetings held monthly.

We have a lot of things going on and a lot of improvements in the planning stage. We thank everyone for the feedback they provide as this is the opportunity for us to learn about what the concerns are but also to know what matters most to you.

I am looking forward to meeting all of you over the next few months.

Michelle Murphy
General Manager

Activities Update

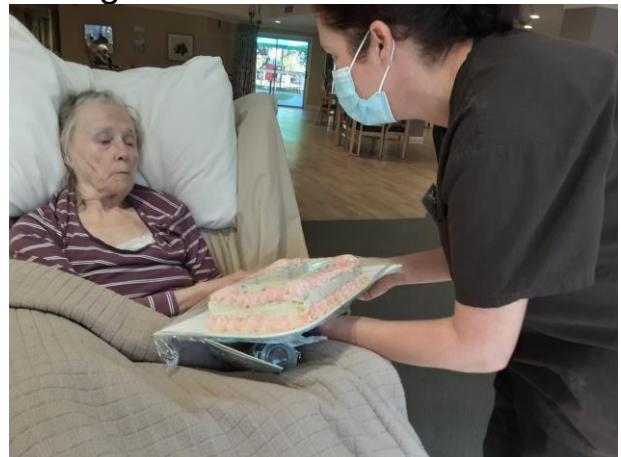
Happy April everyone!

We started this month off with Easter! We made some baskets and put our Easter eggs that we collected from our Easter hunt in them. We tried out Easter bingo, but I think we will stick to what we know there! We also had an April falls afternoon where our lovely physio team taught us the importance of using our aids, call bells and footwear to help prevent falls. Bus trips have been a big hit this month! Lunches have been out to the Windang club and the Fraternity Club as well as some scenic drives around the Illawarra and South Coast. We have been enjoying all the entertainers from this month, so we are looking forward too many more in May. We celebrated St George's day with a happy hour and fun facts afternoon in which we learned a lot we didn't know about England. We made poppy's for Anzac Day and partook in an Anzac Day ceremony in which Ken laid the wreath and Velma read the Anzac tribute. All in all, it was a very eventful month and we are looking forward to May being even more exciting.

Sandy, Shelley and Viki

Happy Birthday to everyone who had a birthday in April

Brenda Hall – 1st
Joyce Howell – 4th
Angela Giorgianni – 4th
Vassiliki Novakoff – 10th
Harry Peary – 11th
Velma Dodds – 18th
Georgina Rankine – 21st





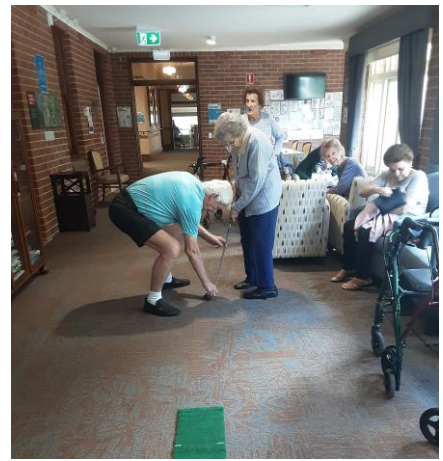
Making Poppy's for ANZAC Day



Easter celebrations with a visit from the Easter Bunny and an Easter Egg Hunt



Puzzle and Games.



Thanks, Ken, for being a wonderful golf teacher!



Bingo Time!





More great bus trips this month with delicious lunch stops along the way!



Great turnout for the entertainers we had this month.



Staff Profile

Email: facilitymanager@greenhillmanor.com.au

Hello everyone!

My name is Sandy, I am one of the activities officers here at Greenhill. I had in the hospitality industry for quite some time before working here but through Covid, I applied for this



job without the intention of staying very long and happened to find a new passion and love for the job and the residents which resulted in me being here for almost a year now! It is the most rewarding job I have ever had, and I try not to take that for granted. I don't have many hobbies besides drinking coffee, listening to music and hanging out with my family and my dog. I love a good chat (which I'm sure most of you know) so I'm looking forward to meeting those who I have not already met and getting to know everyone. Our office door is always open so if you happen to need anything or have any suggestions for activities, please don't hesitate to pop your head in and I'll try my best to help in any way I can!

Thank you, Sandy 😊.

Feedback

We view your comments, complaints and suggestions as an opportunity to identify shortcomings and to implement improvements in the quality of service provided. The Facility Manager welcomes your comments and/or complaints and is the first point of contact for any of your concerns or suggestions. Please address your correspondence to:

The Facility Manager
Greenhill Manor
190 Princes Highway
FIGTREE NSW 2525

(02) 4239 5400

A "Care to Share" form is available at reception and throughout the facility to assist you in logging any areas of concern or to record those 'bright ideas' you may have as to how our quality of service can be improved. Please place the completed form in the "Opinion" boxes provided. Feedback will be given to you within 24 hours or the next business working day.

Pancake Making

