



AGED CARE SERVICES

October - December 2018

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Executive Summary

The second quarter has seen a number of changes in the Aged Care Services.

- All staff have now attended the St Johns AED training. Any new staff will be given the opportunity to complete this training.
- Mandatory training sessions have been rolled out at Tuia Lodge, with two held in the second half of the quarter. Staff that were not captured in this quarter will be scheduled for training in the coming quarter.
- A new dishwasher has been purchased, to replace the old unit in the original kitchen. The machine was over 10 years old, and was well used in its lifetime.
- The Aged Care Royal Commission was established on 8th October with the aim to inquire into all matters of aged care, including but not limited to:
 - the quality of aged care services provided to Australians,
 - the extent to which those services meet the needs of the people accessing them,
 - the extent of substandard care being provided, including mistreatment and all forms of abuse,
 - the causes of any systemic failures, and any actions that should be taken in response”.
- The Commission has invited each approved aged care provider to make an early written submission in relation to each aged care service or outlet they operate.

With the Manager Aged Care Services on annual leave during November, and on sick leave during most of December, the Coordinator Aged Care Support Services stepped up into the role of Manager Aged Care, with the Senior Registered Nurse stepping into the role of Manager Clinical Care. During this time, strategic planning was reduced, as a need to complete the day to day running's of the facility was required.

Current running projects include:

- Continuation of the communication project with iPCreative, after the successful launch of the Tuia Website. Ongoing services allow monthly articles to be placed in the Preston Press. Implementation of social media is planned for the coming quarter.
- Continual review of all current policies and procedures for Tuia Lodge, to align with the release of the new Aged Care Standards on 1st July, 2019.
- Continuation on review of our food and essential consumables resulted in the selection of Staleys as the distributor of chemicals and consumables to the lodge – reducing current costs, and eliminating all freight costs.
- The first planned emergency evacuation led by the Shire's OSH Coordinator was held in November; consisting of staff members only. Additional tests will be scheduled in the coming months, with the aim to have a live test with the fire department.
- The Aged Care Community Reference Group selected Ansell Strategic as the company to commence the review into Aged Care Services in the Shire of

Donnybrook Balingup. Their review commenced with an onsite visit in early December.

Residents Data

Residents

	December	November	October
Permanent Residents	38	37	39
Occupancy Permanent Residents %	95%	92.5%	97.5%
Resident Respite Days	44	35	18

The facility did not operate at full capacity this quarter. This was due to gaps between respite bookings, and the passing of residents. Additionally, renovations were scheduled for the times when the rooms were vacant, to minimise disruptions.

Two residents were discharged from the facility in November – one contract was terminated due to inappropriate behaviour, and one chose to leave for another facility.

The facility lost two residents this quarter.

Three new permanent residents have been admitted.

Gender Diversity (Permanent Residents)

Gender	December	%	November	%	October	%
Male	14	36.84%	15	40.54%	16	41.03%
Female	24	63.16%	22	59.46%	23	58.97%
Totals	38	100%	37	100%	39	100%

Clinical Observations

There were two deaths recorded at the facility for the quarter. 18 out of the 22 falls that occurred at Tuia Lodge were unwitnessed; which is up from the previous quarter of 19 falls total, and 10 unwitnessed. The acuity of the residents is the main contributing factor to these falls.

Hospitalisations were down from seven last quarter to only one overnight stay this quarter. Currently, hospitalisations that do not require an overnight stay are not recorded.

Medication incidents increased from last quarter by one; incidents still of a minor nature.

Doctors' visits were steady at 5 per month for the quarter with no recorded issues.

Allied Health

	December	November	October	Total
Activities held	32	37	43	112
Activity Participation (Avg.)	14	10.7	11.4	36.1 (AVG)
Outings Held	0	0	1	1
Outing Participation	0	0	6	6
Volunteer Hours Recorded	18	44	21	83
Individual 1 on 1 OT Sessions*	98	114	88	300

*These are 15 minute 1 on 1 sessions with residents

Special activities hosted over the quarter include 5 x visiting concerts, community event onsite for Seniors Week, morning tea to recognise volunteers, remembrance day ceremony, Melbourne cup luncheon, resident meeting. The highlight was the annual Christmas party, which hosted 120 guests and was well received.

Resident/Family Feedback

	December	November	October	Total
Complaints/Concerns received	2	3	3	8
Complaints/Concerns resolved.	2	3	3	8
Complaints escalated.	0	0	0	0
Family Conferences.	0	0	0	0
Compliments received	3	2	3	8

Of the complaints received from the residents/families during the quarter, none were required to be escalated, nor were of a major nature.

The eight complaints received were of a minor nature relating to food and resident preferences and resulted from the increased communication with residents regarding the "Tell us what you think" campaign.

Compliments and cards were received from the grieving families of all deceased residents thanking us for the care of their loved ones, and a number of verbal compliments were received after the Christmas Sundowner.

Audits

	December	November	October	Total
Audits Undertaken	2	2	4	8

In house audits are conducted using the “Moving On” Audit process through the year. These audits are completed in house, sent back to the Moving On team and outcomes are compared to standards in detailed audit reports across the sector.

In this quarter the following audits were conducted

October – Continuous Quality Improvements, Resident Security of Tenure and Responsibilities, Sensory Loss and Specialised Nursing Care Needs audits.

November – Pain Management and Living Environment audits.

December– Independence and Sleep audits.

Employee Headcount

Tuia Lodge Headcount

	December	November	October
FTE	36.47	36.49	38.17
Staff Hired	5	1	1
Staff Resigned	0	6	4
Agency FTE	0.67	0.58	0.41
Agency Shifts	17	14	9

We have no net gain of staff in this quarter with a plateau of hours. We have increased coverage in the clinical roster with the addition of a Registered Nurse, and are aiming to have a part time/casual ‘pool’ of staff to choose from; alleviating stress when a staff member is sick/on holidays.

Visitors

Residents

	December	November	October
Number of Visits	550	449	509

Visitors in December have increased significantly with a large number of visitors coming through the doors in the school holidays and to participate in the planned events. Over 120 people attended at the Christmas Sundowner. Three residents have had more than 100 visitors in the three months, averaging over 1 visitor a day each, with approximately 16 visitors on average per day.

Contractors/Companies

	December	November	October
Hours of Contractors	107hrs 59min	77hrs 45min	45hrs 10min

Contractor hours increased during the month of December due to renovation works on rooms.

Occupational Safety and Health

	December	November	October
Open Workers Compensation Claims	2	0	1
New Workers Compensation Claims	2	0	0
Incidents Raised	2	0	1
Hazards Identified	2	1	2
Hours Spent on OSH	4	5	2
Toolbox Discussions Attended	0	0	0

During the month of November, an evacuation drill occurred at Tuia Lodge. This evacuation included a number of staff across different departments. The residents were not involved for this drill. The evacuation was completed in 6 minutes – with small areas of improvements noted.

Monthly Maintenance

The maintenance includes any work undertaken at Tuia Lodge, Preston Village, Minninup Cottages, and Langley Villas.

	December	November	October
Maintenance Requests Opened	40	45	65
Maintenance Request Closed	37	43	65
Outstanding Requests	5	2	0
Preventative Maintenance	17	10	19

October

Preventative maintenance for the month of October was limited to a number of small items, due to the influx of maintenance requests received. We were able to complete some roof repairs, pave trip hazards, organise the delivery trolleys for the hotboxes, and complete the annual test and tagging for the facility.

November

Flooring in Room 9 and the new consult room was commenced in late November.

The bathroom in Room 7 was completely stripped out, and renovated.

December

The dishwasher in Kitchen 1 stopped working during the month of December. After being assessed by a technician, it was determined that the machine could not be repaired easily, and that the repairs could cause more issues. The recommendation was given to replace – a new dishwasher sourced and ordered. The bench will need to be reconfigured, which will be completed once the new unit arrives.

Hands free soap dispensers have started to be rolled out in the facility, as a result of changing chemical suppliers from Taldera to Chemform. This is expected to be completed in the coming months; with the main areas completed in the first stage, and the bedrooms in the next.

Finance

Below is the condensed version of the financial position of Tuia Lodge.

	December	November	October
Bonds Retained	\$5,643,066.54	\$5,699,808.12	\$5,713,862.07
PO's Issued	49	60	44
PO Amount	\$39,593.75	\$51,894.24	\$67,801.41
Basic Daily Care Fees	\$60,197.49	\$58,226.22	\$59,488.25
Daily Accommodation Payments	\$11,577.30	\$11,783.41	\$13,565.02
Means Tested Care Fees	\$-477.35*	\$9,795.40	\$10,170.66

*Anomaly for December's MTCF a result of a \$10,436.97 refund to a resident.

Cemeteries

	December	November	October
Burial/Interment	2	1	1
Masonry Work	0	1	1
Enquiries	4	4	5
Reservations	1	1	0
Totals	6	7	7

The number of enquiries for the cemetery seems to be approximately once a week. These enquiries include grave locations (from families, masonries or funeral directors), information on burials, information on reservations, and renewals of Grant of Right of Burials.