NAZARETH HOUSE - CAMBERWELL

NEWSLETTER

Issue 12 / March 2019

16 Cornell Street, Camberwell, VIC 3124
Telephone +61 3 9830 5022

Pastoral Care
Sister Malia Antonia Ielome

January and February came and gone very quickly. The Community here said farewell to Sister Helen and Sister Lusila with a “Spiritual Service” on Sunday evening together with a special party before their departure on Monday 11th February to Ballarat.

It was very sad to see our 2nd Councillor and Bursar leaving us at the same time but God’s will be done. We wish our dear Sisters all the best and good health.

Sister Rosalie celebrated her Diamond Jubilee in Religious life last December so a Privilege Trip to New Zealand at the end of January. A Mission Alive is on the move already this year; Sister Rosalie and Sister Teresa Clare already started in Geraldton as they missed out on Mission Alive last year.

The Lenten Season begins this week on the 6th of March the Ash Wednesday. We will be celebrating the Friends of Nazareth also on Sunday 10th March. We are so grateful with their prayers and support for our Mission and our Ministry.

I am sure that some of our residents and employees remembered Madonna and Pauline when they were here during their Formation. Sister Madonna and Sister Pauline are coming back to Australia for their First Profession on the 19th March. We wish them both all the blessings and graces that they needed during this new chapter of their journey into their Religious Life.

As you all know our Fete was cancelled from last November due to bad weather so now we will and hopefully the weather will be kind to us on the 13th April.

2019

Holy Thursday	April 18th	4pm - Mass
Good Friday	April 19th	11am - Stations of the Cross 3pm - Veneration of the Cross and Communion Service
Holy Saturday	April 20th	7pm - Easter Vigil Mass
Easter Sunday	April 21st	10am - Mass

General Manager
Marg Curtis

As Sr Antonia has already alluded to, time seems to move very quickly. Especially since the deadline Tania, our efficient Administration Manager, gave me for submission of my newsletter piece…… oops! 3 weeks ago. So, forgive me that this March newsletter is creeping into April: that is my fault entirely.

As you will no doubt be aware, there has been a lot happening in the world of Aged Care. Between the Royal Commission into Aged Care, the impending new Aged Care standards and the proposed changes to the Aged Care funding model, you may be feeling a little confused, anxious or, if you work in Aged Care, even uncomfortable or embarrassed to say you do.

I want to reassure you on a number of points:

- We, the team at Nazareth House, continue to strive to provide the best care we can for every resident of our community. We try to be responsive to need; for example, rostering an additional staff member to a care area where residents' needs are currently greater than usual, and use innovation when we can (ask Delia or Jenny about 'A Better Visit' next time you visit a relative or friend here).
- We constantly look at what we do to see if we can do it better; for example, our bi-monthly Food Focus group expressed concerns about the dining experience, so Donna, our Quality Coordinator is investigating what we can do to address them.
- If you work at Nazareth House you have been and will be receiving more information and training on the new Quality Standards and how they will impact what you do. Don't worry, but do get ready!
- If you work in Aged Care, be proud of the important difference you make every day. You are part of the vast majority of dedicated, caring individuals in the industry who provide indispensable service to those in our community who, having contributed through their own working lives, now need your assistance.
- And last but not least, if you ever want to talk about anything, my door is always open (even when it's not!).

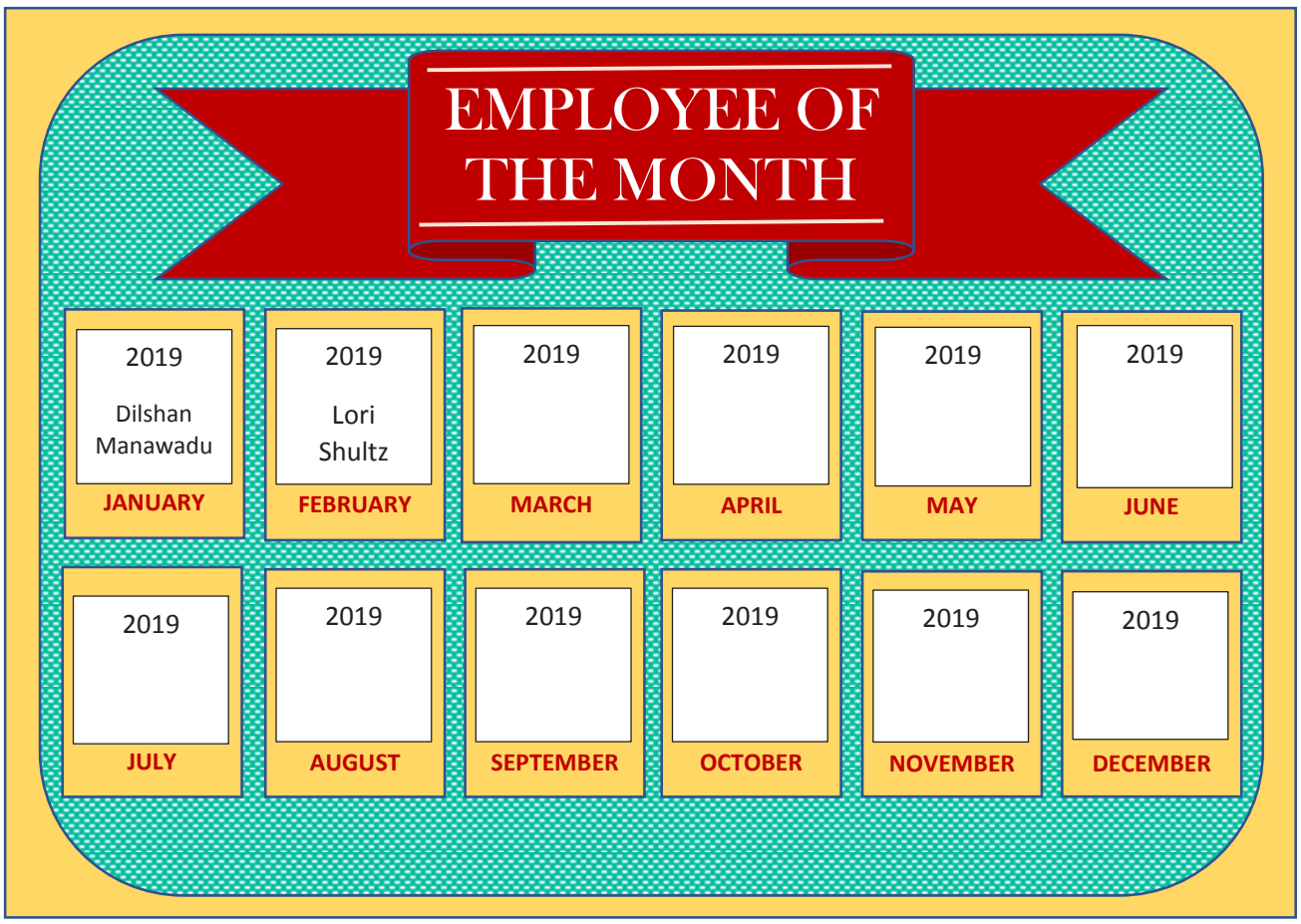
On a more enjoyable note, don't forget to put the 13 April in your diary as that is the date of our Easter Fete.

We would love a few hours of your time if you're feeling you'd like to contribute to this fun (always a stall that needs manning). 😀

Let's all pray for a fine day, after the events of November! Hope to see you there (I'll be the one with the zebra face paint……. see, now you have to come just to see if I'm serious or not!)

And finally, as a thought to remember and absolutely a part of everything I strive to imbed here, I'll leave you with the words of C.S. Lewis, famous for the Chronicles of Narnia but also a theologian and scholar:

Employee of the Month



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Quality Improvement &
The Australian Aged Care Quality & Safety Commission

We encourage suggestions for improvement, comments and complaints as opportunities to improve the quality of care and service provision to residents.

We encourage residents and or representatives to raise concerns or complaints as they arise to permit timely action.

You will find forms in each care area and reception:

- Purple Forms - Continuous Improvement Form

These forms can be used for:

- Service Improvement Requests
- Complaints
- Compliments

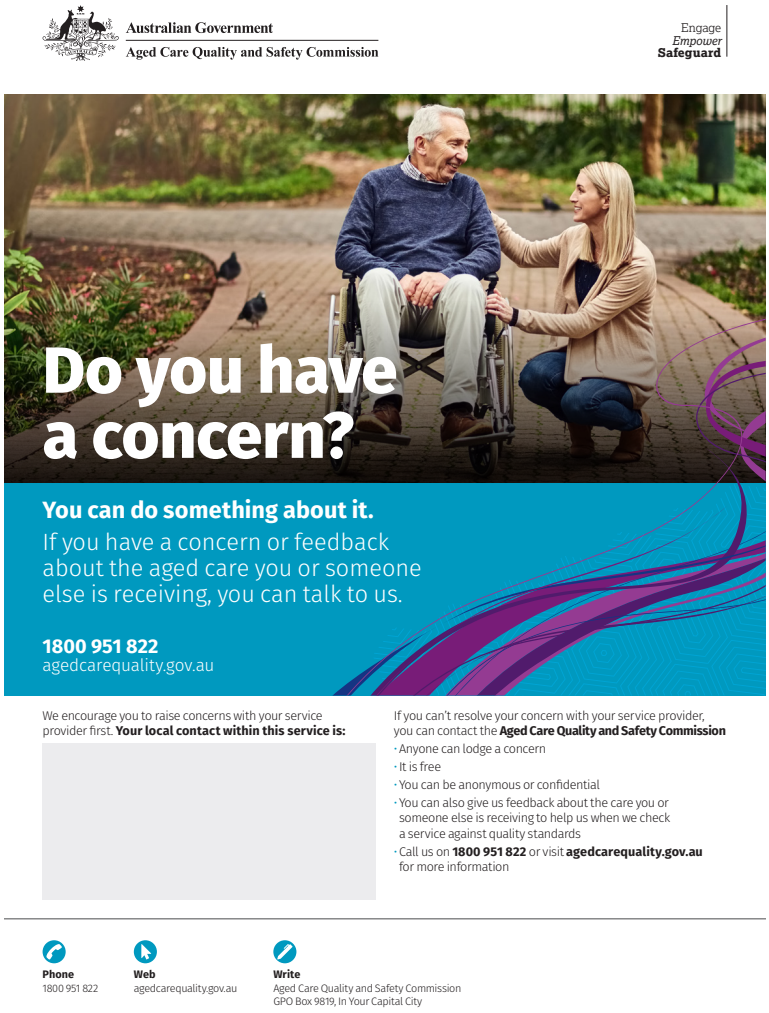
The completed forms can be submitted in the locked box found in each care area and reception.

If a complaint cannot be resolved through negotiation with management, a complaint resolution process is detailed in the Resident Agreement. (Please refer to Schedule 9 - Complaint Resolution of the Resident Agreement).

Care and service employees regularly issue resident surveys and questionnaires seeking feedback on satisfaction.

The Australian Aged Care Quality & Safety Commission has released an updated brochure, “Do you have a concern?”

Copies are available online, www.agedcarequality.gov.au or at reception.



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Do you have a concern?

You can do something about it.
If you have a concern or feedback about the aged care you or someone else is receiving, you can talk to us.

1800 951 822
agedcarequality.gov.au

We encourage you to raise concerns with your service provider first. **Your local contact within this service is:**

If you can't resolve your concern with your service provider, you can contact the **Aged Care Quality and Safety Commission**

- Anyone can lodge a concern
- It is free
- You can be anonymous or confidential
- You can also give us feedback about the care you or someone else is receiving to help us when we check a service against quality standards
- Call us on **1800 951 822** or visit **agedcarequality.gov.au** for more information

Phone
1800 951 822

Web
agedcarequality.gov.au

Write
Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City

Employees

Since the last newsletter we have also said goodbye to the following employees

Nicola Towey
Leesa Carvill
Linamaria Acevedo River
Muna Adhikari

Good luck with the next chapter in your life adventure!

A warm welcome to the following employees who have commenced work at Camberwell since the last newsletter:

Pooja Baral B K
Reeya Shrestha
Navdeep Kaur
Almas Amiri

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Welcome to Nazareth House Residents

Nazareth Care Camberwell have welcomed new residents.

Mrs Monica Donald
Mr Stuart Bell
Miss Eileen Matthews
Mrs Patricia O'Dwyer
Mrs Bruna Ponza
Fr Peter Cantwell
Mr Anton Mariadason

Farewell to Nazareth House Residents

Residents who said goodbye, but not forgotten.

Mr Louis Mackie
Mr Kevin Moore
Ms Rosemary O'Hehir
Ms Betty Kenny
Br James Cronly

Respite Residents

Goodbye & good luck

Mrs Elvira Lisiecki

Ms Kathleen Cole

Sr Ruth Anderson

Ms Mary Mortensen

Mrs Dulcie Thomson

Ms Ellen Crowe

Administration Manager
Tania D'Angelo-Bowman

Aged Care Quality Standards

Change in terminology

You will very likely be aware of the new Aged Care Quality Standards that come into effect on the 1 July 2019.

These, along with the move to unannounced re-accreditation visits and the establishment of the Aged Care Quality and Safety Commission on 1 January 2019, are some of the recommendations of the Carnell & Paterson, and Tune reviews of 2017. One focus of these reviews was the recommendation to 'remake' the aged care system into a "consumer demand-driven' system", to explicitly recognise and re-instate the power of the consumer of aged care services. (Re-empowering the individual from being a passive 'care recipient'- previous government derived terminology, to an active 'consumer', with all the 'buying power' that that term implies). This could have significant ramifications for the wording of all clinical and policy documents the organisation currently uses.

However, purely based on conversation with some of our residents here in Camberwell, there appears to be reluctance for the term 'consumer' versus our current use of the word 'resident'. Although it is my belief that the individuals whom we are privileged to care for at Nazareth House Camberwell are residents of our Nazareth Care community, it is not for me to make that final decision. You are the decision-maker/s in this matter.

Administration Manager
Tania D'Angelo-Bowman

Kindly Reminder

Signing in and out

I ask that you join with me in keeping yourself and our residents and employees safe by signing in and out when you visit the House.

I understand it may seem an inconvenience, especially if you are visiting several times daily, or feel we are too "institutionalised," but not only is it a regulatory requirement (that we monitor who comes on the premises) but it is also for your own safety.

In a fire or other emergency, we use the register as an evacuation checklist for any non-residents, employees or Sisters, i.e. any visitor to the House, be it family member, service or tradesman, or volunteer.

Weekly Mass Times - Nazareth House - Camberwell

Main Chapel: Monday to Friday 6.45am - Saturday 7.00am - Sunday 10.00am
St Michael's Dining Room: Monday to Saturday 10.00am
Rosary before Mass at 9.30am
St Joseph's: Monday to Saturday 9:30am

Catering Department
Cedrick Gopall

Food safety for the elderly

Relatives or friends may buy or cook food for a resident in an aged care facility. It is a nice and thoughtful gesture to bring a favourite meal for the resident when visiting them.

If your relatives or friends are bringing food for you, they would not want to make you sick, so there are some important things they need to know.

Our immune systems get weaker as we get older. As such it is easier for harmful bacteria to get through the digestive system and invade our bodies. A weaker immune system in the elderly puts them at risk of serious food poisoning.

Food poisoning is caused by eating food contaminated by organisms such as bacteria, viruses and parasites.

It is essential to be safe when handling, cooking, and storing food to prevent foodborne illness. The bacteria that may cause food poisoning cannot be seen, does not smell and cannot be identified by taste.

How to be food safe?

Clean

- Keep food preparation surfaces and appliances clean
- Wash hands in warm, soapy water before preparing food.
- Rinse produce properly

Separate

- Don't cross-contaminate
- Separate foods when shopping
- Separate foods when preparing and serving

Cook

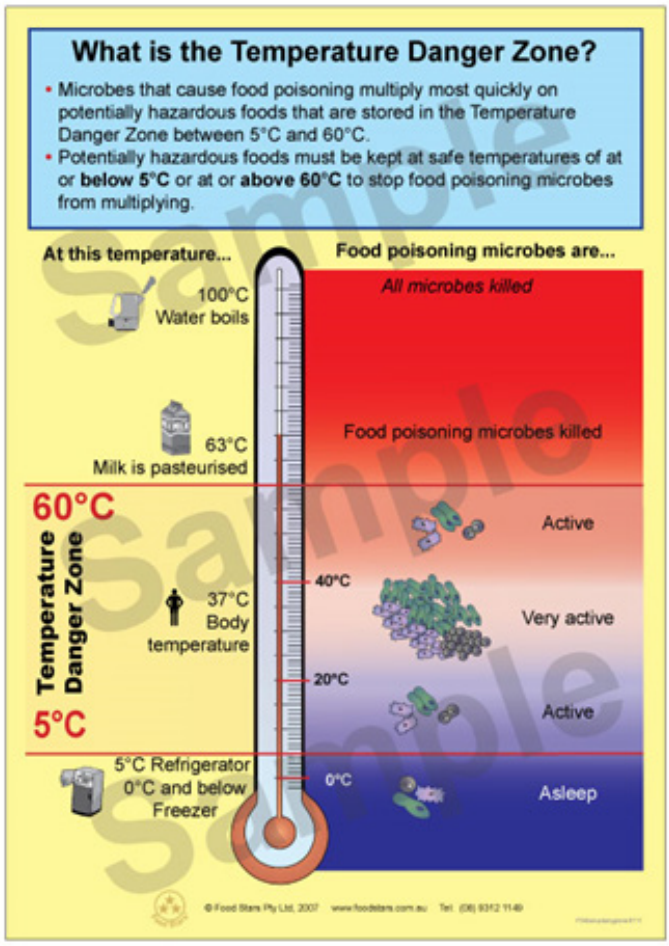
- Don't use the same cutting board for raw food that will be used for cooked (meat) and foods that are served raw (such as salads)
- Cook to the right temperature (Refer to Temperature danger zone below)
- Use a food thermometer when cooking

Chill

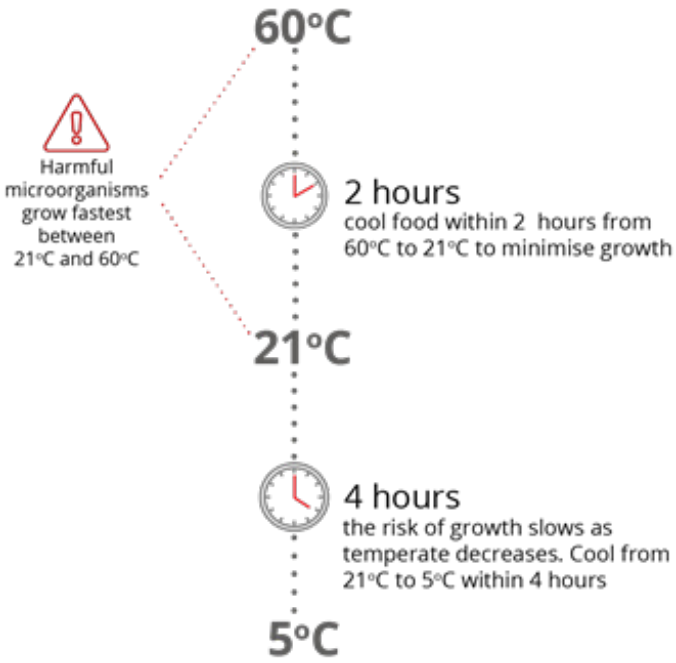
- Refrigerate promptly
- Keep foods at safe temperatures

(Refer to cooling foods next column)

Temperature Danger Zone



Cooling Foods



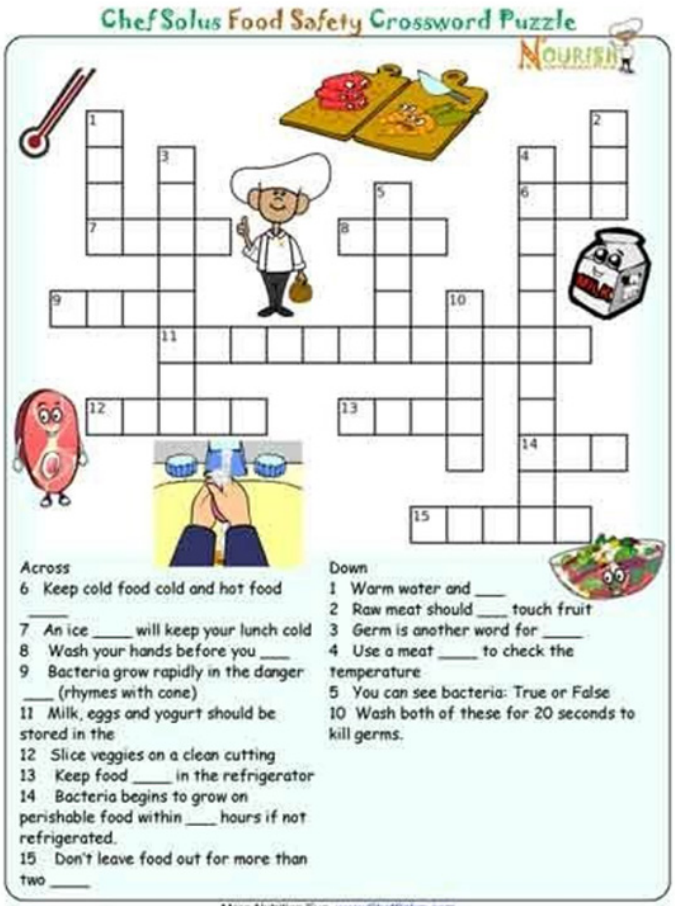
Food Registration Book

As you may have special dietary requirements or restrictions, it is essential to communicate them to your friends and relatives.

We encourage that your friends and relatives speak with an employee before providing you food. A food registration book is located at reception and if your friends and relatives are bringing you a meal, they are required to fill in the book with the name of food and date they brought it.

The meal brought for you must be eaten immediately or if refrigerated it must be eaten within one day.

It is important to note that when food is brought into the House for a resident, it is the friend or relative who brought the food and not the employee who is responsible for its safety.



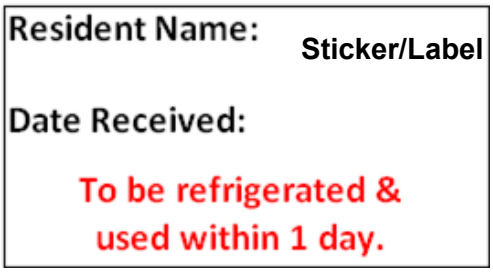
Answers next edition

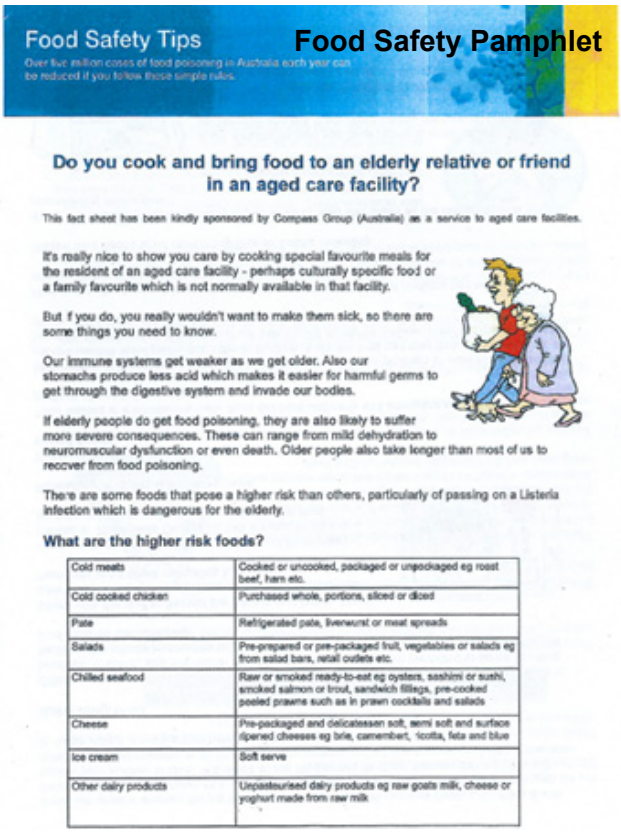
Food Safety

We are focusing on Food Safety this month and I have observed a number of concerning practices in residents' rooms, where food brought in by visitors is stored unrefrigerated (even when one is in the room!) for hours in unlabelled, undated containers. If you bring in food for a resident, please enter the details into the Food Register (next to the Sign In book at Reception), use the ID and dating stickers supplied and have a read of the free brochure offered there.

All foods must be kept refrigerated and used within 1 day. Please note: it is the responsibility of the relative, visitor or friend (not the employees) to ensure the safety of the food that is brought into the House. Care employees are unable to reheat and serve these foods to residents. We do not want anyone in the House contracting any form of food poisoning!!

For further information on Food Safety Tips, a pamphlet is available at reception. Or visit www.foodsafety.asn.au





Wellbeing and Lifestyle
Getting to Know a Resident
Mr Gilbert Muling

Hello my name is Gil Muling and I have recently turned 90 and have been living at Nazareth Care for the last two years.

Several weeks after I moved into Nazareth Care I unfortunately fell and fractured my hip and spent several months in hospital. Fortunately I fully recovered and now can enjoy my retirement here at Nazareth Care.

I grew up as an only child and was very fortunate to have loving parents. I had six children of my own and now with the addition of grandchildren and great grandchildren our family has grown to at least fifty! I am very blessed to have this large family as they always take the time to come and visit me. In gratitude sometimes I treat them to a meal at the local restaurant 'Dish & Spoon'.

Back in my days as a boy before World War 2 we lived in the same street as the Kennedy 's who had three children and being an only child I made up their fourth child to avail the special family travel rates on public transport. We often travelled to the beach and had lots of fun.

John Kennedy one of the three Kennedy children grew up to play AFL Football for Hawthorn. John also became Captain and later went on to coach them to three Premiership wins! Not to say the least … I am a HAWKS supporter!

I am very content living here at Nazareth Care although it has been hard losing my independence. I do however realise with losing so many 'others' how lucky I am to be alive and still be able to enjoy life with other residents and my wonderful family.

Wellbeing and Lifestyle
Lynne Deacon

How many words can you make from "terpsichorean"? Yes it is a real word.

It means "of or relating to dancing". It was used by T.S. Elliot in his poem "The Song of the Jellicles" (Old Possums Book of Practical Cats).

They're quiet enough in the morning hours,
They're quiet enough in the afternoon,
Reserving their terpsichorean powers
To dance by the light of the Jellicle moon.

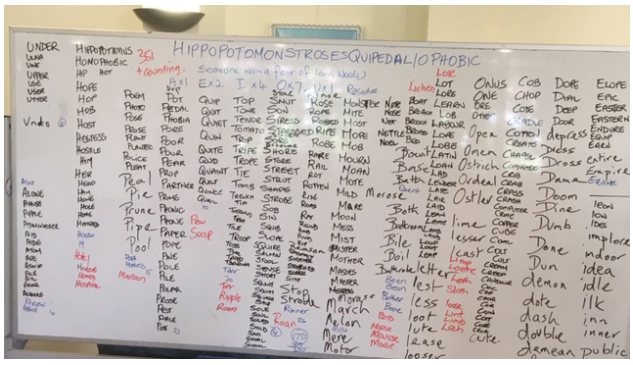
Well to answer that question, the residents that attend and enjoy the "word search" group came up with 253 words. They would have found more but it was time for the session to end.

With the word "supercalifragilisticexpialidocious" the residents found over 300 words, and not just any old words. The words must be three letters and above and only use letters found in the main word. They also cannot be places or personal names. Some of the words found were quite sophisticated such as Orchestra, Patron and Spectre from Terpsichorean, or Gimlet and gamut from unimaginatively, and, maiden, median and terminated from "tatterdemalion.

This activity is held in the Banksia Lounge in Holy Family on Thursdays at 1.30pm. Generally six to eight residents attend on a regular basis but the group is still growing.

The session can become quite lively and a little competitive as the residents shout out the words they have discovered. The residents frequently try to keep going after the session has finished, so I now leave the board in the entrance to Holy Family along with a pen so they can put in extra words.

During the session the words come thick and fast, and I can often be heard saying **"slow down I can't write that fast"!**



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Wellbeing and Lifestyle - Resident Christmas Party

hospitality • love • compassion • patience • justice • respect • hospitality • love • compassion • patience • justice • respect • hospitality • love • compassion • patience • justice • respect • hospitality • love • compassion • patience • justice • respect • hospitality • love • compassion • patience • justice • respect •

Wellbeing and Lifestyle - Employee Christmas Party

Property & Maintenance Department
Gary Hayes

Hairdressing

Nazareth House houses a hairdressing salon, on level 2. Our visiting hairdressers are Stefania Pinnisi and Jennifer Karam from Stefania Hair Care.

The hairdressing salon is open for business

Tuesdays 10am -12.15pm & 1.15pm - Finish

House Shop

There is a Shop on the ground floor opposite our reception. The shop is coordinated by Sr Therese, the Auxiliary and our dedicated volunteers.

You can purchase basic toiletry items, biscuits, sweets, drinks, ice creams and snacks. Gift items and cards are also available. These gifts may include special seasonal and events such as, Easter, Christmas, Mother's and Father's Day.

A trolley service is available weekly on Wednesday's. This is usually co-ordinated by one of the Nazareth Care volunteers. The trolley service is a service which enables residents to purchase goods from the comfort of their rooms.

The shop is open for business

Monday, Tuesday, Thursday, Friday

11am - 12pm & 2pm - 3pm

Wednesdays - trolley service

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Quality Department
Donna Cole

Aged Care Quality Standards

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards (Quality Standards). Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 July 2019.

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.

The Quality Standards are made up of eight individual standards:

	Consumer dignity and choice
	Ongoing assessment and planning with consumers
	Personal care and clinical care
	Services and supports for daily living
	Organisation's service environment
	Feedback and complaints
	Human resources
	Organisational governance

You may have noticed new posters and information regarding the new standards within the facility, please take some time out to familiarise yourself with the information provided and if you have any questions my door is always open. Quality Office Ground Floor adjacent to reception.

Trivia Corner

Answers from last edition...

1. B - Largest Christmas Cracker The Olgas
2. Love Kylie
3. C - 300 million
4. True
5. October

New Questions

Who designed the Sydney Opera House?

6. How many albums did the late slim Dusty record?
7. Who painted the Nebuchadnezzar series?
8. Who wrote “Cloudstreet”?
9. In what year did the Australian National Gallery open?

Answers : In next edition.

Book Sale

Alzheimer’s ... My Memories Journal
$5.00 - Beautiful gift idea.

Available for purchase at Reception.

Chefs Corner
Thai Pumpkin Soup

Ingredients

1½ kg pumpkin or squash, peeled and roughly chopped
4 tsp sunflower oil
1 onion sliced
1 tbsp grated ginger
1 lemongrass, bashed a little
3-4 tbsp Thai red curry paste
400ml can coconut milk
850ml vegetable stock
lime juice and sugar, for seasoning
1 red chilli, sliced, to serve (optional)

Method

Heat oven to 200C/180C fan/gas 6.

Toss the pumpkin or squash in a roasting tin with half the oil and seasoning, then roast for 30 mins until golden and tender.

Put the remaining oil in a pan with the onion, ginger and lemongrass.

Gently cook for 8-10 mins until softened.

Stir in the curry paste for 1 min, followed by the roasted pumpkin, all but 3 tbsp of the coconut milk and the stock.

Bring to a simmer, cook for 5 mins, then fish out the lemongrass.

Cool for a few mins, then whizz until smooth with a hand blender, or in a large blender in batches.

Return to the pan to heat through, seasoning with salt, pepper, lime juice and sugar, if it needs it.

Serve drizzled with the remaining coconut milk and scattered with chilli, if you like.

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NAZARETH CARE

AUSTRALASIA

Love • Compassion • Patience • Respect • Justice • Hospitality

EASTER FAIR

Saturday 13 April 2019 - 9:00am - 3:00pm

16 Cornell Street - Camberwell

STALLS

Books - Bric a Brac - Craft - Jewellery

FOOD/DRINK

Asian Food - Devonshire Tea - Hot Chips - Donuts - Cakes

BBQ

CHILDREN'S ACTIVITIES

Easter Hunt - Lucky Dip - Sand Art

Bottle and Hoop Game - Kids Giveaways and more

LIVE ENTERTAINMENT

The Lushes - Steve and Friends - Carol McCoy

Silent Auction - Spinning Wheel - Raffle .. and lots more

Support Nazareth Care Australia

CONTACT DETAILS

Title: ..... Surname: .....

Given Name: .....

Address: .....

Suburb: .....

State: .....Postcode: .....

Phone (day): .....

Email: .....

To receive your receipt by email please tick here: ☐

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Please accept my donation of

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Or my donation choice of $.....

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Nazareth Care

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AUSTRALIA

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