

Minutes
Relatives Meeting
Monday, 5th February, 2018
1.00 pm

1 Welcome

2 Present

Tina Van Dorresteyn, Julie Edwards, Sharon Eagle, Anna Whitney, Gerry Atkins, Shelley Whalan, Sue Martin, Wendy Wilson, Keri Laurence.

3 Apologies

4 Minutes from previous meeting – Passed by Sharon Eagle. Seconded by Anna Whitney

5 Business Arising

5.1 Welcome: Anna welcomed first time attendees and expressed that these meetings were an informal forum for family members to make comments and suggestions. It also is a great opportunity to meet other family members and compare experiences. The meetings are held every second month and we alternate meetings between a day meeting and an evening meeting to accommodate families that work during the day.

5.2 Relatives Survey: A comment was made that they were unable to return their survey as the office is shut when visiting. If the office is shut and you have anything to go to the office, the Team Leader or Registered Nurse on duty has access to the office and is able to place on the relevant person's desk. If it is money or private, they also have access to lock up or secure.

6 Management Update – Anna Whitney

6.1 Relatives Survey: The surveys are benchmarks against other facilities and we had an excellent result of a score of 90%. Regardless of the annual survey, we are always interested in feedback and at any time Anna can be approached with suggestions where we can improve. A resident's version was also done.

6.2 Clinical Supervisor: Unfortunately Michelle has resigned due to health reasons but she will remain in our casual pool so that she can maintain her existing knowledge of our residents. We currently are advertising for her replacement.

6.3 Accreditation: Every three years we undergo this process which essentially gives us our license to operate. They have changed the way that they are conducting the Accreditation Audit and it will be unannounced. During this time they will want to talk to families so if anyone is interested in participating please see Anna.

6.4 Staff Social Calender: This year we will be having a theme day once a month for our staff. We will try to incorporate the residents wherever possible, such as a crazy hair day and the residents judge the winner with a movie pass as the prize, or a pj day where even the residents who choose can stay in their pj's. A suggestion was made at the meeting for a wedding day. We will try to incorporate events as well such as International Nurses Day and Jeans for Genes day.

7 Administration Update – Shelley Whalan

7.1 Management Structure: “In the face of ongoing changes in aged care and the increased involvement in future developments the Board recognises the changes have altered the way we have to manage the facility. We have altered our structure and distributed duties so that we can keep our reputation as providing the very best of residential care.

Anna Whitney remains as overall Manager with the title of Executive Manager and Shelley Whalan’s title is now Business Manager.

Regards, Bryan N Smith, Chairperson”

7.1 Retaining Wall: Work has commenced on replacing a decaying retaining wall outside of residents units. So far there have not been any major disruptions apart from the fact that when entering the facility through Claremont Lane access is through the upstairs internal hallways as the pathway to the office has been blocked off.

7.2 Dementia Education: At the next relatives meeting, Dementia Australia will be doing an information session called “What is Dementia”. This is not limited to just our families so if you would like to bring someone that may benefit from this session, please feel free. Dementia will impact everyone at some point in their life in some way. The meeting date will change to suit the Trainer to **Tuesday, 10th April, 2018 at 6.00 pm to 7.00 pm**. A yummy supper will be provided so that’s enough reason to come in itself.

7.3 Facebook: Due to a suggestion received we have increased our exposure on Facebook. We are attempting to post at least once a day and topics vary each day, from the activities program, announcements, photos etc. It has been well received. If you choose to follow our page you will receive these alerts. Recently a family member donated some new birds to accompany our one lonely budgie and the photo of our new residents received many ‘likes’.

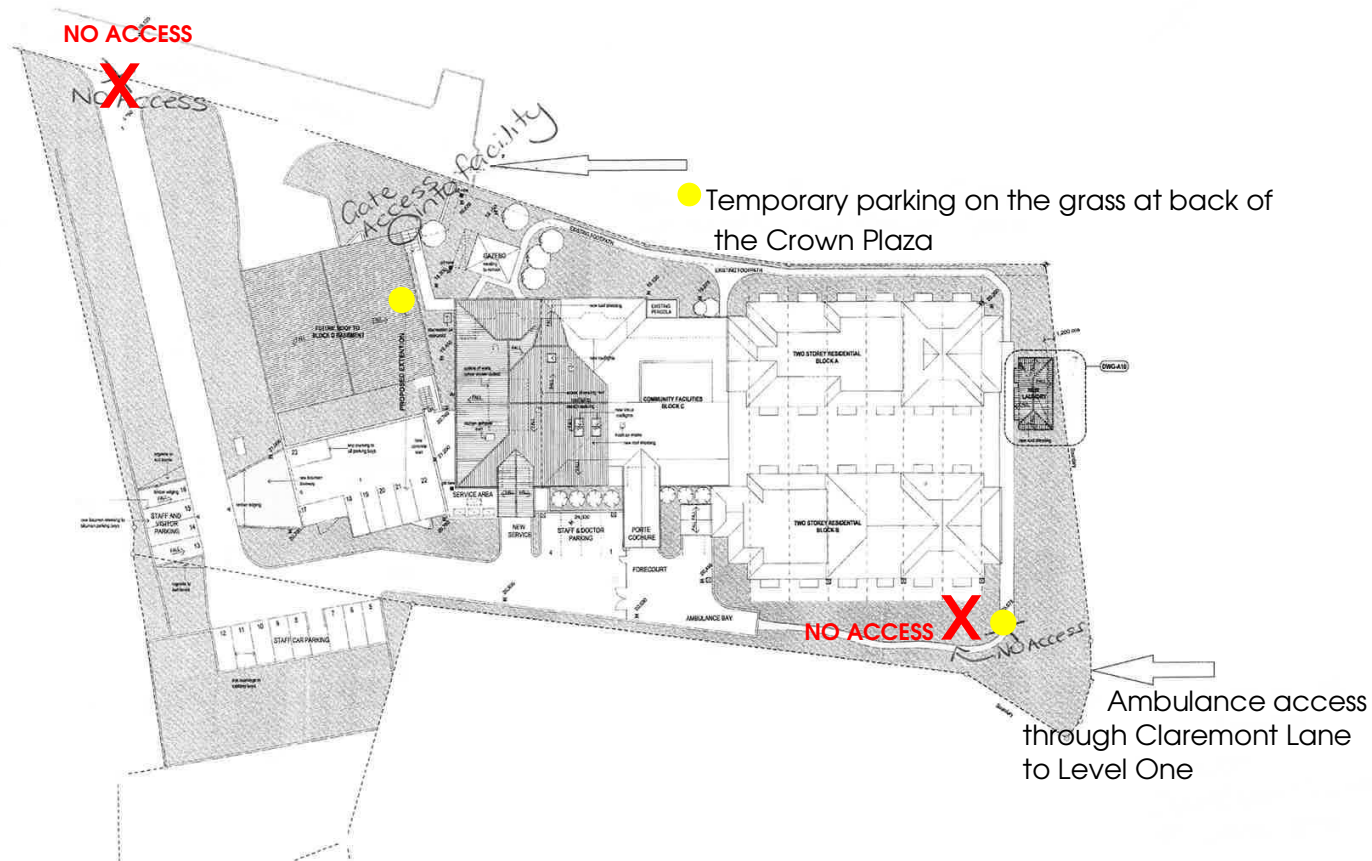
7.4 Car park: Upon the completion of the retaining wall the entire asphalt surfaces will be redone, scheduled for Wednesday, 14th February and our new 15 spot car park will be surfaced. During this time no vehicles will be able to enter the facility and should continue on until the weekend. During this time we are limiting deliveries, rescheduling appointments, and asking families and visitors to not visit unless absolutely necessary. If you do need to attend the facility to volunteer or in an emergency, The Crown Plaza are allowing us to park on their grassed area at the back of our facility and they shall open their gates in preparation for us. The staff will be using this area as well so it is many cars for a small area so please park orderly. The stairwell near the Bird Avery will be your access into the facility from parking. The code on this gate is **C12756**. Please enter via the lounge room and remember to still sign in incase of an evacuation.

The ambulance access will be via Claremont Lane, entering the back gate and using the door to the Sledge Terrace. Please do not park in Claremont Lane as it is narrow access and the ambulances will not have an area to turn around and will be relying on reversing down. You may stop here briefly if you are taking a resident out in a wheelchair while you load and unload only.

We apologise for any inconvenience but the end result will be worth it. There will no longer be uneven levels from the damage from tree roots and the new parking will mean that the original parking area will become for visitors only, improving access to the facility for our visitors.

It would be great if we had a donation of some shade sails for the new car park as the trees were removed, so if anyone has any fundraising suggestions we would appreciate it.

Attached is a rough sketch of our temporary arrangements.



8 Maintenance Update – Not Available

9 Lifestyle Update – Sue Martin

- 9.1 Entertainment:** We have been fortunate enough to schedule one entertainer per week as the residents enjoy these concerts so much.
- 9.2 Bus Trips:** There is two bus trips per month. One is a 'stay on the bus' scenic trip and the other is a shopping trip varying our destinations. There are also two major outings during the year, to be advised later. One suggestion is the Joan Sutherland Performing Arts Centre, where for \$20 they receive morning tea and a show.
- 9.3 John Miller - Historian:** John Miller will be visiting on a regular basis to chat with our residents about the changes in the Hawkesbury. He will be supported by a power point presentation with photos of now and then.
- 9.4 Men's Group:** Recently we have had an increase in our male admissions. In future, our BBQ days will incorporate a men catch up, where while cooking the barbecue they can share a yarn and maybe a beer or two. At the first catch up we will get their input on what they would like to do such as a counter lunch at the pub or a day at the races, all "men only". Also, a dart board is going up. It was suggested to contact the Men's Shed to see if they would like to do a project checkers/draughts table. Another suggestion was to contact an organisation called "Women of League" and they organise famous retired sportsmen to visit the facility and hang out with our men's group.

Sue reminded everyone that they didn't have to wait until the meetings and can approach her at any time with their suggestions for activities.

10 Kitchen Update – Not Available

11 General Business

11.1 Guest Speaker – Keri Laurence: Keri is a palliative care nurse based at Hawkesbury Hospital. She provides support to in-patients, out-patients and does home visits that also include aged care facilities. Keri services four out of the five aged care facilities in the Hawkesbury. She has worked in palliative care for 29 years and is very passionate about what she does. Palliative care focuses not only on the patients but the carers as this is an extremely difficult time, and even pets as it is also been known to impact pets. Keri has been involved in re-homing pets or arranging kennels during treatment.

Keri spoke about whether morphine was addictive. If morphine is taken and it is not needed it does become addictive because it goes to the brain and waits to do it's job but used appropriately it is not addictive.

A resident usually continues their palliative care in the facility, the only time they are moved to hospital if they are experiencing excessive pain. The hospitals are equipped with doctors on site and medications so they can increase, change or decrease until the pain is stabilized, and then they are normally returned to the facility once their pain is controlled.

An important objective is to alleviate fear. Fear is a pain booster. By relieving fear, relieves pain and brings about comfort.

12 Next Meeting

Tuesday, 10th April, 2018 at 6.00 pm

13 Meeting Closed

2.20 pm

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