

AUTUMN 2023

TENTERFIELD CARE CENTRE

COMMUNITY

NEWSLETTER

AGED CARE
CODE OF
CONDUCT

release from Aged Care
Commission

*new star
ratings*



TENTERFIELD
CARE CENTRE

WHAT'S HAPPENING

at Millrace and Haddington



TENTERFIELD
CARE CENTRE



CALL US TODAY
02 6736 0300



**WE CARE
LIKE FAMILY**

MILLRACE HOSTEL - HADDINGTON NURSING HOME

WWW.TENTERFIELDCARECENTRE.ORG.AU

TCC COOKBOOK

COMING OCTOBER 2023



WE ARE CURRENTLY COLLECTING RECIPES FOR OUR BOOK
YOU CAN CLICK ON THE QR CODE TO SUBMIT A RECIPE OR
EMAIL IT IN TO:
MARKETING@TENTERFIELDCARECENTRE.ORG.AU



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As some of you may already know I have tendered my resignation as Acting CEO of Tenterfield Care Centre effective as at the 2nd June 2023. It has been an honour to lead TCC over the past year and to serve the resident's and their families of Haddington and Millrace. I am proud of what we have accomplished as a team on behalf of our residents and the Tenterfield community.

It has been my great privilege to work with a dedicated and skilled management team and I am exceedingly grateful for all of the long hours and hard work TCC's employees have put in to meet all of the Commission's standards at both sites and making sure that our residents are being given the best care available.

These are not accomplishments a CEO makes alone. These are achievements that require a committed team of gifted, tenacious individuals who come together to work relentlessly for a common goal.

I would like to thank the Board for the opportunity to serve as your Acting CEO these last 12 months.

With gratitude and warm regards,

Neil
Neil Sproule
Acting CEO

Our Dining Experience

It's the little things that enhance the dining experience for our residents. Our team are consistently working on improving our day to day and special event experiences for our residents and their families



NUTRITIOUS & *Delicious*

Our seasonal menus are developed with our residents at the centre of how we decide what is on offer. Our kitchen team develop a tasty and nutritious menu that our residents look forward to and enjoy every day.

Our food is lovingly made in house by our trained cooks.

Our menus are in a 4 week rotation for each season so we can provide fresh seasonal produce when they are at their most nutritious and delicious.



Our Residents have the right to the pleasure of sufficient, tasty, nutritious and safe food which respects cultural, religious and dietary requirements, which is offered in a conducive environment and which supports wellbeing and enjoyment of life.

Each week our residents choose from an array of tasty goodies from Rissoles to baked goods and sandwiches.

Your meals and dining experience should be enjoyable



During mealtimes expect to:

- eat, drink and, if you want to, socialise
- enjoy your dining experience without it being interrupted by care and clinical tasks, or medication, if possible
- have staff engage with you during meal times and chat with you if you want
- take as long as you want to eat
- enjoy meals that look, taste and smell great and are at the right temperature.

If you need assistance:

- Talk to your provider
- Phone the Older Person's Advocacy Network (OPAN) Support Line on **1800 700 600**
8am – 8pm Monday to Friday
10am – 4pm Saturdays
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or agedcarequality.gov.au



You can take part in planning meals and dining by:

- starting or joining a resident food committee
- making suggestions about how the dining room is set up
- participating in the setup of the dining room
- recommending recipes, reviewing menus and tasting food
- talking to the chefs and cooks about your food.



The dining team should:

- ask you where and when you would like to eat; what you would like to eat and how much; and who you would like to sit with
- support you during mealtimes
- provide flexible options such as buffet, self-service, menu ordering and extended mealtimes.



Phone
1800 951 822



Web
agedcarequality.gov.au



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



Australian Government
Aged Care Quality and Safety Commission

Food, dining
and nutrition



RESIDENTIAL AGED CARE

star ratings

On 19 December 2022, the Australian Government released its new Star Rating system for residential care, as a step towards increasing transparency and helping older people to make informed choices about their services. Tenterfield Care Centre is fully supportive of the need to provide people with the information they need to achieve this outcome.

Residential aged care homes receive an overall Star Rating, from one to five, measured against for sub-categories: Compliance, Resident's Experience, Staffing, and Quality Measures. Results of each of the four measures are weighted to arrive at an overall star rating.

On average Tenterfield Care Centre residential care facilities received great ratings for each sub-category, with Millrace Hostel receiving overall 4 stars and Haddington 2 in the first published round of data.

As with any new system, we are working with the Government to understand how the data and weightings work and ensuring the published data is accurate. We are in the process of reporting some changes that need to be made and will continue to work with the aged care peak bodies and Government to ensure that the Star Rating system continues to improve.

Rest assured, Tenterfield Care Centre remains absolutely committed to delivering high quality, safe services with respect and kindness. We will continue to focus on our service performance to ensure high levels of customer service and satisfaction are consistently achieved across our residential care facilities.



Star Ratings for aged care homes

Star Ratings help you compare the quality of aged care homes using the 'Find a provider' tool on the My Aged Care website.

What are Star Ratings?

All aged care homes receive an overall Star Rating and a rating against four sub-categories:

- **Residents' Experience** – aged care residents are interviewed about their overall experience of their aged care home. Residents' Experience makes up 33 per cent of the overall Star Rating.
- **Compliance** – regulatory decisions by the Aged Care Quality and Safety Commission including compliance with the Aged Care Quality Standards. Compliance makes up 30 per cent of the overall Star Rating.
- **Staffing** – the amount of care received from a registered nurse, enrolled nurse or personal care worker to each resident in an aged care home compared to the average care targets set by the Australian Government. Staffing makes up 22 per cent of the overall Star Rating.
- **Quality Measures** – information about five crucial areas of care: falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of physical restraint. Quality Measures makes up 15 per cent of the overall Star Rating.

What do the stars mean?

Aged care homes receive Star Ratings between 1 and 5 stars.

- 1 star – 'significant improvement needed'
- 2 stars – 'improvement needed'
- 3 stars – an 'acceptable' quality of care
- 4 stars – a 'good' quality of care
- 5 stars – an 'excellent' quality of care

How often are Star Ratings updated?

Star Ratings are based on the most recent available data and are updated at various times:

- Residents' Experience Rating – updated annually.
- Compliance Rating – updated daily.
- Staffing Rating – updated quarterly.
- Quality Measures Rating – updated quarterly.

The overall Star Rating automatically recalculates when new data is available.

Why do we need Star Ratings?

The Royal Commission into Aged Care Quality and Safety highlighted the need for a simple and transparent way to compare the quality of aged care homes.

Star Ratings are based on measurable information about service quality that is updated as new information is available.

The introduction of Star Ratings is a key milestone in the aged care reforms and will deliver a range of benefits, including:

- transparency about the quality of care in all aged care homes
- an easy way to compare the quality of aged care homes using the free 'Find a provider' tool on the My Aged Care website
- nationally consistent quality measures to monitor, compare and improve aged care
- providers will be engaged to continuously improve their Star Ratings, improving the quality of care for older Australians.

Where do I find Star Ratings?

Star Ratings are expected to be available on the My Aged Care website in December 2022. Search for aged care homes using the 'Find a provider' tool to see their Star Ratings.

Visit MyAgedCare.gov.au/find-a-provider or scan the QR code.



Phone **1800 200 422**
(My Aged Care's free call phone line)



Visit MyAgedCare.gov.au/find-a-provider

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs or call 1800 555 660.



AGED CARE

Code Of Conduct

A Code of Conduct for Aged Care (the Code) has been introduced to improve the safety, health, wellbeing and quality of life for people receiving aged care and to boost trust in services. The fact sheet on the next page provides an overview of the Code and describes how providers and the people who provide your care must behave and treat you.





Australian Government
Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

Quick guide for consumers



The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

**Older Person Advocacy
Network (OPAN)**
Phone 1800 700 600

Aged Care Quality and Safety Commission
Phone 1800 951 822 Web agedcarequality.gov.au
Write Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



TCC - WHAT'S HAPPENING

Activities

KASEY PETTY - ACTIVITIES COORDINATOR

Physical activities are essential for maintaining the health and well-being of elderly residents in aged care facilities. Exercise classes, walking groups, and gardening are just a few examples of physical activities that we incorporate into daily routines.

These activities help strengthen the body's muscles, improve breathing, and reduce the risk of chronic diseases. Gardening, in particular, can be an enjoyable activity for people at all stages of dementia, as it provides a sense of purpose and achievement. Physical activity guidelines for older adults, aged 65 and over, recommend incorporating simple exercises into daily routines for general health and fitness.

We also focus on cognitive activities such as brain games, trivia contests, and reading groups as excellent ways to keep our elderly residents mentally stimulated and engaged



RESIDENT VISIT TO THE CHRISTMAS FARM

Social activities are crucial for fostering social bonds and promoting overall well-being. Bingo, movie screenings, and outings to local events are just a few examples of social activities that we organise for our residents. These activities provide opportunities for residents to interact with one another, build friendships, and participate in group activities.

Participating in activities organised by us help residents feel more connected to their community and improve their overall quality of life.



VISITS TO THE HIGHSCHOOL AG PLOT



CWA LADIES PRESENTING AROMATHERAPY KITS FOR RESIDENTS

In March Chrissy McLatchey president of the Tenterfield evening branch chatted to us about the CWA and all the good things that they do within the community. The CWA was kind enough to donate \$500 from their fundraising to Tenterfield Care Centre and with that we were able to purchase aromatherapy kits to use in both Millrace and Haddington.

Our Lifestyle Team Kasey, Kim and Aleah have all been trained in aromatherapy for aged care so are able to utilise the kits throughout the centre. Thanks again to the ladies for your kind donation and for visiting us, we love coming together as a community to add value to our residents lives, and providing them with the latest resources and services.



TCC - WHAT'S HAPPENING

Haddington

EXTENSIONS AND RENOVATIONS

Our Extensions and Renovation is essential for improving the quality of life for residents. The current renovations will help create a more comfortable and welcoming atmosphere, promoting a sense of community and socialization among our residents. Additionally, they will improve the quality of care provided to residents by creating a more conducive environment for staff to deliver care.

Enhancing safety and accessibility is another critical aspect of our upgrade. Ensuring that we are equipped with the necessary safety measures that will provide peace of mind for both residents and their families.

Modernising our facilities and equipment will create a more modern and comfortable environment and workplace. It will provide more bed availability and for new residents in the future, a modern and well planned facility to cater to all their needs.

As you can see work is well underway.



TCC - WHAT'S HAPPENING

Staff News



MAHIA EVERSON

Facility Manager - Millrace

Mahia joined the TCC team on the 12th of December and after an intensive handover from our outgoing Millrace Facility Manager Iris Chen, Mahia is ready to take the reins down at Millrace. Mahia has been doing some great work down at Millrace and has found her feet and got the team working well.



EMM FLETCHER

Facility Manager - Haddington

Emm has recently returned with her family to Tenterfield after living and working in various clinical roles in Qld and NT. Emm commenced her career as a Registered Nurse in Cairns in 2010. Since then, she has held several nursing roles in the NT and progressed to clinical roles in management, based in the Katherine (NT). Emm has specialised in clinical auditing and accreditation processes and has managed multiple primary health care centres in the Katherine region.

More Staff *updates*

Honor Daniels - Kitchen

Kelly Insch - Kitchen

Lara Donaghue - Kitchen

Nick Todorovski - Roster Clerk

Chris Hodge - Graduate RN

Nicky Lewis - Carer

Ivy Catalya - Kitchen

Arthur Hseih - Kitchen

Sharaya Hippi - Kitchen

Brownies

SERVES 10

GLUTEN FREE - DAIRY FREE

HERE'S ONE OF OUR RECIPES THAT WE USE IN THE KITCHEN TO CREATE A DECADENT TREAT THAT ALSO CATERS TO OUR RESIDENTS WITH INTOLERANCES

INGREDIENTS

- 125g Dark Chocolate (chopped)
- ¼ cup Coconut Oil (softened at room temperature, but not melted)
- 3 Medium Eggs (room temperature)
- 1 ¼ cups Sugar (less if you're using chocolate with a lower cocoa solids percentage)
- 1 cup Almond Flour
- ¼ cup Cocoa Powder
- add pinch Salt
- 1 cup Dark Chocolate Chunks And Chips or walnuts (optional)

DIRECTIONS

- Melt chocolate and coconut oil together.
- Whip eggs and sugar until pale and fluffy.
- Add the melted chocolate to the whipped eggs.
- Gently fold in almond flour, cocoa powder and salt.
- Throw in a handful of dark chocolate chips and / or walnuts (because with chocolate: more is more).
- Transfer the luscious, glossy brownie batter into a baking pan.
- Bake at 180 °C for about 20 minutes.
- Allow the brownies to cool.



YOUR MATTERS, MATTER!

COMPLIMENTS, COMPLAINTS, COMMENTS.
HELP US IMPROVE OUR SERVICE.

TCC is committed to providing high quality care and services that meet your needs and personal preferences. Your feedback helps us know what we are doing well and what we can improve on.

There are different ways you can give us feedback.

1. Talk to a staff member You can speak to the staff or manager of the service. This is often the fastest and most effective way to have your feedback addressed.
2. Submit your feedback on a feedback form available at reception at Millrace and Haddington
3. Email us via ceo@tenterfieldcarecentre.org.au or post feedback to 126 Duncan St Tenterfield NSW 2372

HADDINGTON NURSING HOME
126 DUNCAN ST TENTERFIELD NSW 2372
02 6736 4444

MILLRACE HOSTEL
422 ROUSE ST TENTERFIELD NSW 2372
02 6736 2622



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