



TENTERFIELD CARE CENTRE

news

TCC NEWSLETTER - SEPTEMBER 2022



ACTIVITIES & LIFESTYLE UPDATE

What our residents are up to at Millrace & Haddington

A MESSAGE FROM OUR ACTING CEO

A letter from our acting CEO Neil Sproule

RENOS & REFURB UPDATE

Updating you on what's happening with our Haddington extensions



TENTERFIELD
CARE CENTRE

OUR VALUES

INTEGRITY

RESPECT

HONESTY

LOYALTY

CARING

EMPATHY





CEO'S LETTER

NEIL SPROULE – ACTING CEO

Welcome to our September Newsletter and happy Spring. Firstly, I'd like to say a huge thank you to all the staff who weathered the storm through winter with Covid outbreaks in Haddington. For months all our members of staff went over and above to keep TCC running smoothly and as normal as possible for our residents. It was a difficult time and we can only hope that we have seen the back of anymore outbreaks, but in saying that we are well prepared if there is.

So now we are really pleased to say that things are finally approaching normality. We have started to see the return of some favourites such as cooking, happy hour games and ten pin bowling entertainment guests and more. As you will see from the fun photos in this newsletter, we continue to celebrate marked events in our normal way, which the residents have enjoyed.

In staffing news, we have had a number of new permanent positions filled from carers, kitchenhands, RN's, cleaners and management along with a great number of quality agency staff and we welcome them all to the TCC Team.

Neil Sproule

ACTIVITIES AND LIFESTYLE UPDATE

It's been a busy August and start to September with Daffodil Day and Our Spring Fling along with a lot of other great Activities.

Millrace residents have received and completed a feedback survey with the response being analysed and released in a report to be shared at the end of September.



Residents meetings went as scheduled , with the main topic of discussion being meals, with a suggestion that moving forward a committee of residents to meet and discuss issues and ideas regarding the meals.

Food focus was on the agenda items with the inclusion of kitchen supervisors in attendance.

August has been busy with our Jeans for genes day morning tea, we raised over \$100 for sick children.

TCC received a lovely donation from the Lawrence family of \$300 to support the activities for our residents.

Vegetables and herbs have been ordered ready to plant in the garden beds when the dirt arrives.

The residents have been enjoying the regular volunteer visits.

Haddington remained in isolation due to the Covid-19 Outbreak declared in July but September has seen all them all clear. Activity staff embraced a strategy to play Bingo with the residents from their rooms each Monday & Thursday, that had the staff recording 3kms travelled around the facility in one game. Residents were visited each morning for wellbeing checks, which allowed them to request any resources and for the Activity staff to identify any needs. The residents spent time in the sun and fresh air each day on request.

The Activity calendar at Haddington was modified to include 'in room' participation and give the opportunity for residents to interact, celebrate and learn.



ACTIVITIES UPDATE

We celebrated the horses birthday on 1 August, with individual cupcakes for morning tea and a BBQ lunch followed by an animal themed bingo.

Residents acknowledged International Cat Day with fun facts and trivia, with some funny personal cat stories shared.

Monday 15 August, with most of the residents out of isolation Haddington marked India's Independence Day. Residents were able to smell and feel a variety of spices that are used in Chai tea and learn about their healing properties followed by what was a first for all but one resident, a chai tea tasting. Residents then enjoyed an Indian themed lunch of butter chicken and naan bread.



Coming out of lockdown seen the return of some favourites such as cooking, happy hour games and ten pin bowling.

For the remainder of August, residents enjoyed the return of local musical talents Pat Haddock and Audrey Hyland.

Our annual spring fling was scheduled was held on 31 August with a BBQ lunch and high tea.

**A LOVING FAREWELL
TO OLD FRIENDS
WHO WE HAVE LOST
RECENTLY**

**MAY HOLLEY
RAE MCLENNAN
SHIRLEY O'REILLY
WILLIAM (ROSS)
GILBEY
LORRAINE PITCHES
GOLDIE MILLER
BRUCE WILSON
EDNA LAWRENCE
CLAIR BEATON
PAT WHALAN
BARRIE RHODES
BETTY SCHOFIELD**

**To all the family
members and friends
of those that passed
away we pass on our
sincere condolences**

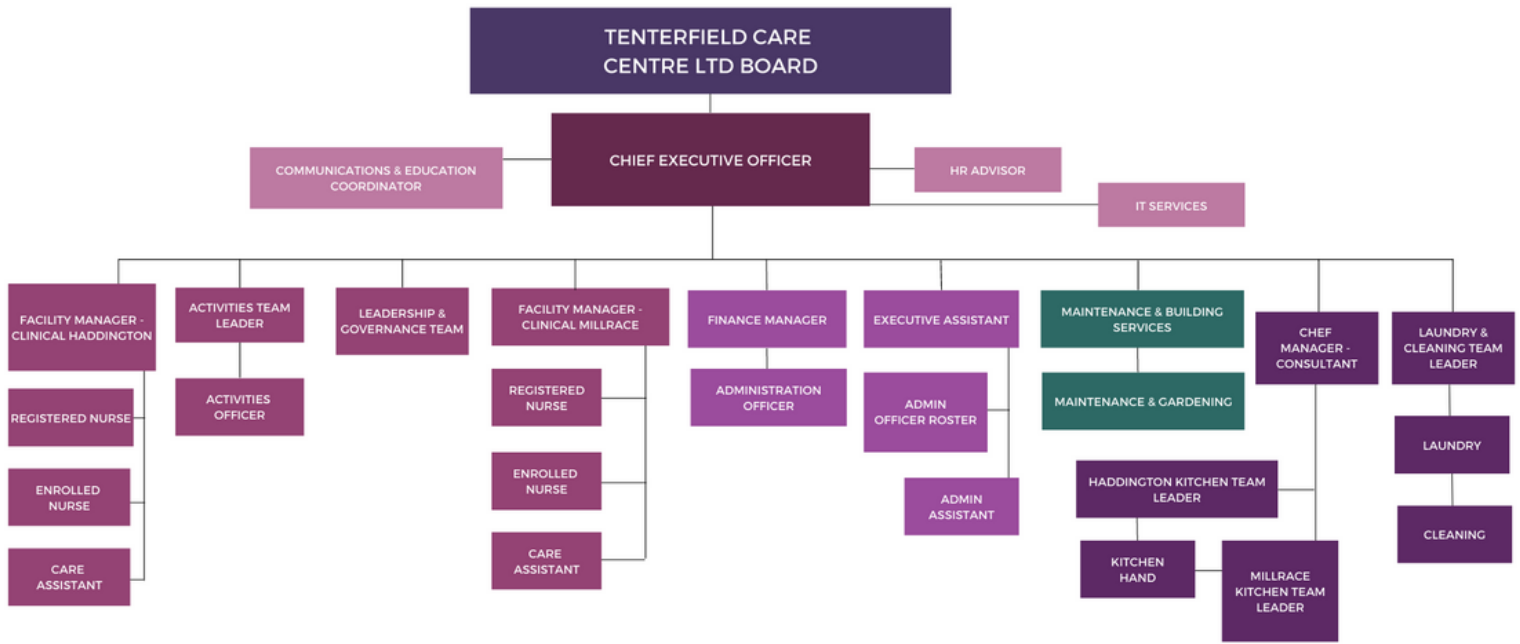
HADDINGTON RENOVATIONS

BJS Constructions have commenced civil works at Haddington with Earthworks being the majority of work being done at the moment. Work has also started off the main reception building for the new Meeting Room





ORGANISATION CHART



OUR ORGANISATION

It is against this backdrop of due diligence that Management and the Board of Tenterfield Care Centre have been assessing their policies and practices – to both ensure that governance frameworks comply with the new Aged Care Quality Standards, 3, 4 and to establish a robust organisational culture of diligent and authentic service quality and safety.

The chart above is the updated Organisation structure for Tenterfield Care Centre

WHO ARE WE?

TCC UPDATE

While many organisations in care may talk about service, we promise it. Whether you're a resident, family member or just enquiring, we'll always spend the time with you to understand your situation and fully explain your options.

So don't get left without answers or uncertainty; talk to our team at TCC – we'll always have time for you.

Below are some new and old faces who are a point of contact for you or your family. Stay tuned for some more staff focus next issue.



KELLY DUCK – FINANCE MANAGER

kellyd@tenterfieldcarecentre.org.au

SANDRA CHARLES

FACILITY MANAGER HADDINGTON

sandra.charles@tenterfieldcarecentre.org.au



IRIS CHEN

FACILITY MANAGER MILLRACE

iris.chen@tenterfieldcarecentre.org.au

JUDY HODGSON

REGISTERED NURSE MILLRACE

judy.hodgson1@tenterfieldcarecentre.org.au



CONGRATULATIONS JAYNE!!

Congratulations on your 30 year Anniversary!!!! Our longest serving Team Member Jayne McCall

Wow what an effort, well done Jayne.

Jayne started at Millrace when she was 17 as a carer. Thankyou for your dedication and loyalty you are truly a valued member of the team and TCC family.

Jayne currently works in Laundry Services at Millrace



Our resident Newsletter is currently released Monthly. Moving Forward it will be released Bi- Monthly. Our next Issue will be November 2022 - We look forward to sharing with you lots more interesting content and relevant information.

IMPORTANT INFORMATION REGARDING APPOINTMENTS AND TRANSPORT

Staff can, wherever possible, assist you in making external appointments (i.e. Doctors, Dental, Optical, Auditory, Dietary, Medical Specialist, etc). Accessing complimentary or beauty therapies or attending external social events. We ask that your family be involved and assist in organising and transporting you to and from such appointments or events.

There are exceptions via consultation with the Facility Manager and Lifestyle Director, this exception is to be approved by the CEO and will incur extra costs to you if transport and or a staff member is required to attend said appointment as this service is not part of your accommodation fees.

There are hairdressing salons at both facilities. A private hairdresser visits fortnightly. Staff can make appointments for you. You are required to pay for your hairdressing costs, as it is not included in the accommodation fees. You can have your own hairdresser visit you and use the hairdressing room at the facility by arrangement.

We can also assist you in making arrangements to have your Doctor visit you at the facility if required. A number of local Doctor's hold clinics at our facilities on a regular basis.

If you would like any more information regarding appointments and transport please contact the Facility Manager

Iris Chen - Millrace: iris.chen@tenterfieldcarecentre.org.au

Sandra Charles - Haddington: sandra.charles@tenterfieldcarecentre.org.au



STAFF RECRUITMENT

NEW STAFF ONBOARDED

A new Facility Manager Clinical commenced at Haddington 01/08/2022 – Sandra Charles.

Registered Nurse commenced at Millrace 15/08/2022 – Judy Hodgson.

Casual Catering/ Environmental Services staff commenced in August –
Donna Saville 16/08/2022 &
Desley Laidler 23/08/2022.

Trainee Aged Care Assistant – Julie Shaw, has commenced at Haddington 16/08/2022

We Attended Tenterfield High School breakfast promoting career pathways for students in year 9 & 10.

Interviews are being conducted for casual carers, kitchen hands and environmental services candidates.

AGENCY STAFF ONBOARD

RN's x 3

EN's x 1

Carer's x 8



Consumer Experience Interviews

Share your experience of residential aged care

You may be invited to take part in a program about your experiences living in a residential aged care service

Up to 1 in every 5 residents living in aged care services across Australia will be interviewed by a skilled, independent interviewer – the interview should take 15–35 minutes Interviews will be scheduled between April and October 2022

Participation is voluntary and requires consent – information remains anonymous and is strictly confidential

The anonymous information collected from the interviews will be used to prepare Consumer Experience Reports, which will help residential aged care services identify areas for improvement in the quality of residential care they provide

Consumer Experience Reports will contribute to the star rating for each residential aged care service, which will help them identify areas for improvement in the quality of residential care they provide.

This will help Australians:

- compare the quality of different residential aged care services
- make an informed choice about where they live

FOR MORE INFO VISIT - WWW.CXINTERVIEWS.COM.AU

Supporting you to understand and exercise your aged care rights

OPAN can help. Call us today.

1800 700 600



OPAN The Older Persons Advocacy Network (“OPAN”) is a national network comprised of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years.

Older Persons Advocacy Network organisations can assist with a range of free Advocacy, Information and Education services. Each state and territory also operates an information and advice line available between 6am-10pm 7 days a week. Free Call: 1800 700 600. Your call will be answered by the Older Persons Advocacy Network organisation in your state/territory. Alternatively, you can complete the general enquiry form and the Older Persons Advocacy Network organisation in your area will follow up your request.

The Older Persons Advocacy Network (OPAN) is made up of nine state and territory network member organisations. We help you, your family and carers to exercise your rights and work through issues you may be experiencing with your aged care.



Call us on: 1800 700 600

8am - 8pm Monday to Friday. 10am - 4pm Saturday.
For more information scan the QR code or visit: opan.pub/01



Support

Free, independent and confidential advocacy support to help you raise issues with aged care



Information

Information about aged care service provision, referrals and rights



Education

Free education sessions online or in person

OPAN member organisations by state or territory:

ACT

VIC

NSW

TAS

WA

QLD

NT – Top

NT – Central

SA



Supported by funding from the Australian Government



TENTERFIELD
CARE CENTRE

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



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