

December 2018

Hostel Newsletter

Residents, Families & Volunteers

2018

## Family Christmas



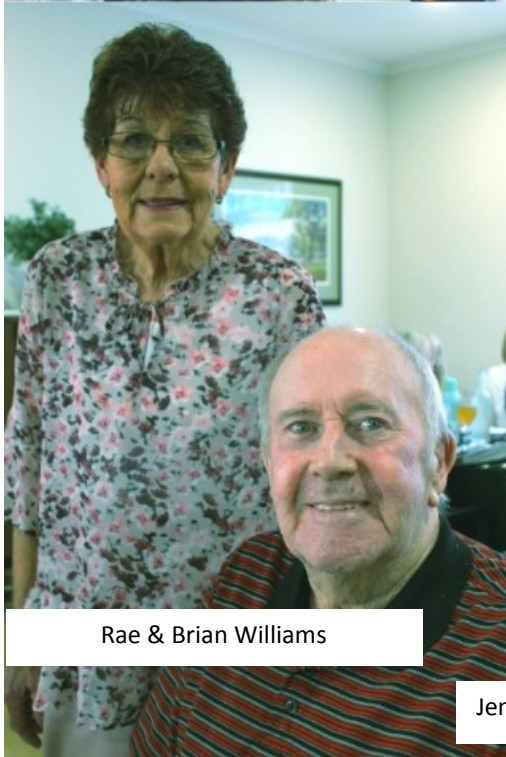
Yvonne Pitt & family



Coral Davis



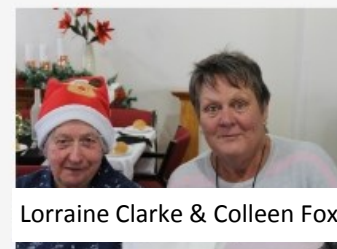
Sylvestre Paeldin & Brian Williams



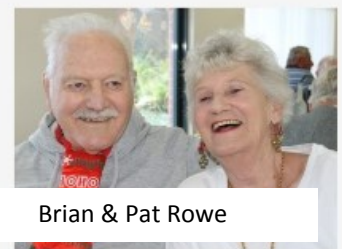
Rae & Brian Williams



Jenny, Bruce & Alison Robinson



Lorraine Clarke & Colleen Fox



Brian & Pat Rowe



Barbara Johnson & Julia Arnold



Jenny & Linda Starke



Mary Rainsford & Kate Rainsford



Brenda Pomery, Bill Pomery, Liza Attwood , Apple Paeldin



David & Yvonne Hogarth



Kaitelyn Todd & Graham Wakefield

Doreen, Rosie & Charlotte



Ann & Herbie Grarock, Therese Pratter, Rosina Grarock



Dorothy Walter & family



Phyllis Gale, Tom Vanstone & Faye Sweeney



## Family Christmas Lunch

Our residents and family Christmas party this year was another spectacular event.

Board members, staff, families and residents celebrated the festive season together with a sumptuous traditional Christmas dinner – with ALL the trimmings!

All enjoyed Pamela Walker and singers, shared carol singing together and we can't forget the visit from the BIG FELLA Father Christmas to finish off the day.

The Longridge kitchen team did themselves proud serving meals to 140 families and guests, the Lifestyle team had the dining room decorated magnificently and all joined together to make it a truly special event.



## Christmas Day

Join us this year at Longridge for Christmas Day lunch with your beloved family member.

Arrive at 11.30am ready for lunch to be served at 12.30pm.

Cost \$50 per person for a 3 course meal including drinks and all the trimmings!

Bookings are essential and can be made at reception. **RSVP by midday 14.12.18**

Celebrating Christmas with your family member can be a valuable way of reminiscing and enjoying a special time of year together.



## Welcome to the Family

We are thrilled to have Gladys Cadevedo & Cherie Moritz join our ancillary team, and Sam Smitheman has joined our carers team. Tim Harrison adding to the talent in the kitchen as assistant cook.

Bob Tidy and Noel Allchurch have retired from the Board .

We thank both Noel and Bob wholeheartedly for their time whilst they served on the board.

Di Taylor has been elected to the Board of Governance.



## Twilight Christmas Market

On Friday, November 23rd we held our first Twilight Christmas market. A major fundraiser for Longridge, with money raised going towards our goal of a new bus for our residents.

With the full support of staff everyone worked extremely hard to bring the night together with many helping out with cooking, decorating and manning the stalls.

Even though the weather was a little unkind visitors were rewarded with lots of home baked goods, craft, hot food and entertainment by Don Wishart.

We learned a lot from this inaugural event—2019 market will be bigger and better (and hopefully the weather kinder)



## CFS Training Night

Longridge held their annual mandatory fire & emergency training, a requirement of the Aged Care Standards. Training conducted by Fire Safety Team Heather Kiernan and Dino Bueti.

Staff from all departments attended a 3 hour session with the guidance of Paul Dickson from the South Australian CFS who offered recommendations if required. Staff joined in a mock evacuation at the end of each session. Paul was very impressed by our training program and staff now feel confident they can handle a real evacuation.

To complete our commitment to fire safety members of the CFS attended Longridge as part of their fire training before the fire season starts.

They spent time learning about all the different sections of Longridge in the event of an emergency. It was a great experience for all involved, including senior Longridge fire safety staff who participated as part of the fire training.



As you can imagine our washing machine at Longridge gets quite a work out and is constantly in service. This week we received the delivery of a brand new one.

A beaut Christmas gift for our amazing laundry ladies!



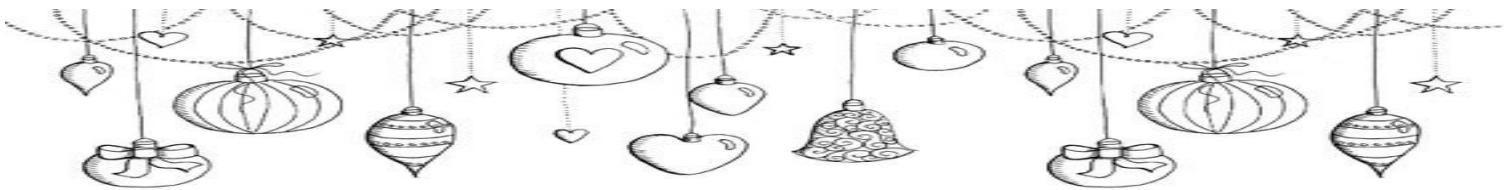
Jodie Burton & Merryn Cumming

## Christmas Opening Hours

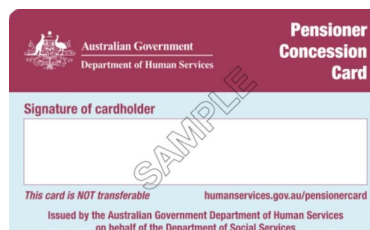
Our office will be closed only on the Public Holidays.

Please ring as per usual for any enquiries.

Thurs 20th December Open 9am—5pm	Fri 21st December Open 9am—5pm	Sat 22nd December <u>Closed</u>	Sun 23rd December <u>Closed</u>	Mon 24th December Open <b><u>9am—3pm</u></b>
Tues 25th December Christmas Day <u>Closed</u>	Wed 26th December Boxing Day <u>Closed</u>	Thurs 27th December Open 9am—5pm	Fri 28th December Open 9am—5pm	Sat 29th December <u>Closed</u>
Sun 30th December <u>Closed</u>	Mon 31st December Open <b><u>9am—3pm</u></b>	Tues 1st January New Years Day <u>Closed</u>	Wed 3rd January Open 9am—5pm	Thurs 4th January Open 9am—5pm



MERRY CHRISTMAS



### Your Family Member's Details

When you receive a new Medicare card, Pension card or Ambulance SA membership please remember to bring them in so we can update our records here at Longridge.



# **Accreditation Visit Early 2019**

## *Longridge Information*

Longridge is due for their three yearly accreditation visit early in 2019.

We at Longridge, are committed to the Accreditation process – viewing it as a chance to showcase our improvements and accept the opportunities they identify, to strive further for excellence.

This will involve 2 or 3 assessors attending the site for at least 2 days! A BIG REVIEW!!

Following the changes to the accreditation process all visits are now unannounced.

Longridge has submitted our 'self assessment' document – all 97 pages! This document tracks the systematic improvements (big & small) implemented over the last year or two.

The accreditation process in past years focussed heavily on systems and processes. The new standards commenced in July 2018 now concentrate on resident outcomes, quality of life and care. The assessors spend much of their time speaking with residents – getting their perspective and then from those contacts with residents, they have a clear picture of the strengths & possible weaknesses in the organisation.

If you are keen to meet with the assessors at their visit, please leave your 'expression of interest' contact details with Administration staff and we can then contact you on their arrival.

We anticipate their visit will be sometime between January and late April – but being 'unannounced' we can give no dates.

We look forward to completing this next cycle in our Accreditation journey.

Do not hesitate to contact Liz Broadstock or Heather Kiernan if you have any questions.



**Australian Government**

**Australian Aged Care Quality Agency**

## **Longridge Aged Care**

### *Formal notification from the Department*

Quality assessors from the Australian Aged Care Quality Agency will be visiting to check the quality of care and services at Longridge Aged Care.

This assessment is called a site audit. The audit will be carried out any time before 05 May 2019.

When the quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information prior to the audit by calling the Quality Agency on **1800 978 666**.

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Australian Aged Care Quality Agency.

For more information, you can visit the [Quality Agency Website \(www.aacqa.gov.au\)](http://www.aacqa.gov.au).

## **The Royal Commission.**

The terms of reference and scope of the Aged Care Royal Commission has now been settled.

Aged & Community Services Australia (ACSA -our industry body) are keeping us abreast of the progress of the process thus far.

100 of the largest aged care organisations have been issued with a 'request for information' to be lodged in early January. Smaller facilities (e.g; Longridge) will have until early February.

The request refers to complaints or episodes of 'substandard care' dating back to 2013!

There are also a range of questions in reference to internal quality and safety practices along with quality improvements achieved in the 5 year review period.

They have limited our submissions to 50 pages – so they are asking for quite a bit of detail!

Of course, as this is the early stages of the commission process there are many questions as to the extent & intent of the information requirements. We want to ensure if we are spending the time to submit our information that it is relevant and effectively reflects the quality of our care at Longridge.

There are certainly challenging times ahead in aged care.

We will keep you informed of any news or outcomes from the commission process as the months proceed. But do not hesitate to contact Longridge management if you have any concerns or questions.