



Annual Report Booklet

*For Naracoorte Home for the Aged Inc
T/as Longridge Aged Care*

For the year ended
30th June 2020

Longridge Aged Care

Naracoorte Home for the Aged Inc

Members of the Board of Governance & Senior Officers As at 30th June 2020

Chairperson:	Ms Amy Mott
Deputy Chairperson:	Mr Bill Vine
Chairperson of Finance:	Ms Robyn Mencil
Finance Committee:	Mr D Steadman, Mr B Vine
Safety Representative:	Mrs Wanda Banning

Members

Ms Robyn Mencil, Ms Di Taylor, Mrs Wanda Banning, Mr Bill Vine,
Dr R Wallingford, Mr David Steadman, Mr Geoff Wellington, Ms Amy Mott,
Ms Sonia Winter

Executive Officer / Director of Care

Mrs Elizabeth Broadstock

Business Manager

Ms Julie Goetz

Human Resource Manager

Ms Mary-Ann Koerner

Public Officer

Ms Julie Goetz

Auditors

Murray Nankivell & Associates Pty Ltd

CHAIRMAN'S REPORT – Longridge Board Meeting 28 October 2020

Thank you everyone for attending today.

What a difficult year 2020 has proven to be for all of us, with life changing in so many ways it is difficult to remember the carefree lives we lead before Covid-19. And what a particularly difficult year 2020 has been for the aged care sector, with catastrophic failure and devastating loss in so many places around the world.

I have always been proud of Longridge, first as a relative of a resident, then as a member of the board and now, especially, as Chairman of the board. This pride has only been reinforced by the response of Longridge to the trying times in which we now live. With foresight and clear management, Liz Broadstock lead the preparations as early as January of this year, long before toilet paper stockpiling and social distancing. I clearly remember those board meetings and conversations early in the year when we discussed how much medication and supplies had been put aside, and what measures had been put in place long before many in aged care around the country could even spell Covid-19. My pride and gratitude to the management and staff for how they have dealt with restriction after restriction, change after change, all with compassion and concern for the residents front of mind, is unending.

If 2020 has taught us only one thing, apart from the need to sing Happy Birthday twice whilst washing ones hands, it is the importance of connections. Connections with family and friends, our wider community, humanity as a whole. These connections have been tested this year, but I doubt we will ever take these for granted again.

So I again thank the management and staff for going and above and beyond to preserve those connections, all while ensuring the safety and security of the most vulnerable in our community. The posts to Facebook showing the wide range of activities on offer, and the smiles and laughter which have still managed to ring out in the time of a pandemic, are a testament to all of you. It has been difficult, but I hope the worst is behind us in our special little pocket of the world.

I also would like to thank my fellow board members for their ongoing commitment to Longridge, the diverse views and experience brings great depth to the board, and I look forward to working with our incoming board members. I want to especially thank past Chairman Geoff Wellington for his magnificent contribution over many years, a true gentleman who has served us proud, and will be missed as he steps down this year.

It is wonderful to end the year with the magnificent news of the grant of more than \$350,000, which I see as the first of many great things to come for Longridge, the management, staff and residents.

Thank you.

Amy Mott



2020 Executive Officer / Director of Care Annual Report.

Good afternoon ladies & gentlemen & Welcome! Thank you for your attendance today.

Looking back over my 2019 Annual Report I referred to the challenging & chaotic year we had endured in that year. Could I ever have dreamed that 2020 would endure the cataclysmic shift that Covid -19 pandemic has imposed on us all?

We all know it has been a tough year – but those of us in SA have escaped major Covid-19 interruption in our daily lives under the amazing stewardship of Professor Nicola Spurrier (Chief MO) , Premier Steven Marshall & Commissioner Grant Stevens. Their leadership and clear directions have ensured we South Australians have minimised our risks & prevented any widespread outbreak.

Of course, residential aged care was the major risk group so Longridge was required to implement increasing levels of protection as the pandemic spread. We are now in the happy position to be easing restrictions – although we will remain ever vigilant until a vaccine is available for us all.

For our residents in the ILUs it has been a challenging time too – no doubt your social connections have been reduced and loneliness & isolation a reality at times.

Amidst all the chaos and additional burden of Covid -19 it has still been business as usual for our care and support of both the ILU residents and our residents living with us in the hostel.

Pre-existing factors such as the Royal Commission, new Aged Care Quality & Safety Standards & Aged Care Funding complexity have only been exponentially added to with additional documentation, compliance & constant reporting mechanisms as the State & Commonwealth Authorities work to ensure our residents are kept safe and delivered the highest quality of care. It has been no mean feat for the Management, Finance, Admin, Nursing & Caring and Ancillary Teams to have ‘carried on regardless’ under such pressure.

2020 has been a major financial challenge. As the reports reflect, the significant increase in costs and additional staffing required to meet all the demands of high level care (& Covid!) have impacted negatively on our bottom line. Australia- wide financial analyst reporting indicates that more than 70% of residential aged care facilities are ‘in the red’ – so we are in company in 2020! We are working hard to ensure this is only a short term problem and 2021 we return to ‘the black!’

The Commonwealth reports major funding increases to aged care – but these are only accessible via Grants – all requiring complex applications to demonstrate our case and ensure any funding provided meets their target aim. We successfully applied for major IT Development through the Business Improvement Fund (BIF) Grants. The \$375,000 Grant will provide the capital to implement major IT upgrades and the adoption of new technologies in both clinical and administrative systems providing real opportunities for workload efficiencies. Saved time saves money: the future looks bright & exciting as we embark on these major developments.

Demand for Independent Living Units (ILUs) has been variable in 2020. But, things are now looking bright with nearly all ILUs tenanted. The small group of units attached to the hostel (901 – 904) have completed their upgrades in readiness to be used for ‘supported living’ arrangements in the coming years. Covid – 19 has stalled our efforts to market this accommodation option – but when we return to a ‘normal’ life we will undertake some significant marketing to champion this option of our community in the year ahead.

During this period of ‘disconnect’ between our ILUs & the residential (hostel) care it has been our maintenance team that have maintained their oversight & contact with our ILUs. Dino, Andrew & Colin work hard to maintain the grounds and units and we all appreciate their diligent surveillance of not only the units – but the people within! We are truly grateful for their kindness.

Longridge has witnessed many staffing changes in the past year. Amidst much upheaval at the outset of Covid 19 lockdown it was a major loss when our long term staff member Lesley Catton suddenly died. Lesley’s loss cannot be understated as her 30 years of total commitment to her work and passion for the very best of aged care left a significant chasm in our team. But it was not just her work ethic and integrity – it was her friendship and support that has been a loss keenly felt by all. We are sad without her – but forever grateful of the time we shared with her.

Many RNs & carers have moved on to greener pastures, and we have welcomed many more with new skills, experience or the vitality and enthusiasm of youth. Longridge is a dynamic organisation and our staffing reflects that philosophy. ACSA feedback indicates that staffing changes in 2020 are unprecedented as many people examine their capacity to survive the challenges of Covid, or just the challenges of aged care into the future.

Nicole Winkley is our new Clinical Nurse who comes with a wealth of clinical leadership & experience.

Margot Vilde is the new Quality Risk Manager.

Clinical care continues to be our core business & prime responsibility for our residential care residents. It has never been more important than at this time making every effort to avoid hospital admissions and maintain the residents' health & wellbeing 'here at home.' The nursing team comprising the CN, RNs and ENs work collaboratively every day to prioritise the workload and optimise resident comfort. Their oversight of clinical needs and supervision and direction of the care team ensures resident comfort throughout their ageing and on to palliative care.

Our usual team of willing volunteers working with residents, and on fundraising have been absent in these Covid times. I have no doubt the residents are missing the volunteer input – as we all are. Longridge has employed additional lifestyle hours since March 2020 to compensate for the gap left by our volunteers and to ensure our residents' lives are not lessened by the restrictions. Of course, it has been incredibly challenging for families and friends over these months but we have all worked together skyping, 'zooming' or Face-timing to maintain those connections. Visiting has been challenging too – and we wish to thank family & friends for their understanding and commitment to ensure we keep our residents & staff safe.

Longridge is privileged to be the recipients of a wonderful & ongoing legacy in memory of John & Jan Donaldson. Tim & Prue Donaldson have pledged \$5,000 a year to fund what is now known as the 'The Donaldson Scholarship.' The focus of the bequest is to support carers & all staff to achieve higher levels of learning and qualifications. This in turn builds upon the current skill base and which assures a higher level of quality care in the years ahead. We are extremely grateful for this ongoing generosity & staff are thrilled with the opportunity this fund offers them.

To The Longridge Board: a BIG thank you. New Board Chair Amy Mott has steered the ship most capably through these challenging times. Thank you to our retiring BoG members: Past Chair Geoff Wellington, Di Taylor, and Past Finance Chairs Robyn Mencil & Sonia Winter. Their years of experience and skilled input have been most appreciated.

We now welcome new members and look forward to building the Board team into the future.

I finish my report every year with a heartfelt thanks to this wonderful Longridge Aged Care staff. They truly are an amazing team of people who front up every shift – regardless of the challenges to give wholeheartedly of themselves. Their skill, kindness & compassion cannot be measured by their wage level. As is so often quoted: 'your staff are your greatest asset.' The Longridge staff, in every single department, ARE our greatest asset. I thank them all.

Thank you ladies and gentlemen.

Elizabeth Broadstock *Executive Officer / Director of Care.*

Business Manager Report - Annual Report

Good afternoon Ladies and Gentlemen.

- The 2019-20 current year deficit of \$525,920 is after allowing for donations of \$184,000 and an unrealised market value loss on our Macquarie Portfolio shares investment of \$400,000.
- Donations this year included the \$120,000 donated specifically for the new bus. The balance funded :much needed equipment for higher care residents, including pressure mattresses ; Teleconference equipment ; ride-on mower ; training scholarship for staff ; signage. Thank you once again, to our very generous community and your support is very much appreciated.
- With the advent of the Pandemic and COVID, the share market has suffered world wide, including our own investment with Macquarie Portfolio Management, which we must patiently await to 'bounce- back'. Unfortunately, this also has meant reduced dividends, at the same time as record low interest rates.
- Excluding these two events, the operating loss of the incorporated body amounted to \$310,000. We have been successful in obtaining a Business Improvement Fund grant from the Commonwealth Government, which will enable us to implement much needed computerised information systems for both clinical and administrative usage, to help reign in our ever increasing wages bill. At the same time, it is hoped that these systems will enable more quality staff time to be spent with our residents. To maintain adequate staffing levels, in a competitive rural environment, remains a priority to fund from within our operating expenditure.

Julie Goetz

Business Manager

LONGRIDGE LADIES AUXILLARY
PRESIDENT'S REPORT 2019/2020

With what started out as a full calender with Fundraising and Guest Speakers soon fell into a Great Depression due to the Corona Virus.

From August when our Annual General Meeting was held, where all offices were re-elected, till November we held a Father's Day Raffle, A Movie Night in the Town Hall, a Bric Brac Stall at the Twilight Market and a Music Afternoon.

I must sincerely THANK Liz Broadstock for her efforts in recruiting new members. We had three new members at our February Meeting.

I would like to Thank all our members for their help but in particular to our Hard Working Secreataary Marg Wellington. Also our Thanks must go to Deidre and the Kitchen Staff for supplying Afternoon Tea.

Hopefully our next Financial Year will be bigger and better than the last one.

On closing I ask everyone to STAY WELL AND STAY SAFE

SANDRA GREEN

PRESIDENT