



A stimulating focus for residents with dementia



Open for just 10 weeks (at the time of writing), the Heritage Lakes Aged Care Facility in Victoria's South Morang, already has a thriving program of leisure opportunities for its 120 residents.

Having been attracted to the 'Hearthstone Way' program of dementia care, Service Provider Derek Markham has been busy implementing a diverse range of activities to suit both high and low care resident needs.

"Heritage Lakes is a very 'person centric' care facility that prides itself on catering for the wide ranging needs of people with dementia," he said.

"As an evidence-based international program, we believe the Hearthstone Way program offers good stimulation and interest and we try to encompass it in every aspect of Heritage Lakes."








Residents' leisure interests are fully noted by staff as part of their care plan.

"We find out, sometimes through their family, what careers, sports or achievements etc they had in their previous life, and try to match this with our range of activity," said Derek.

Alongside cooking and the Artz for Alzheimers program, there are also links with local artists who donate their time to teach arts and crafts to residents. "This always goes down well, as do our links with the Melbourne art galleries which residents really seem to benefit from," said Derek.

Continued page 3

In this issue:

-  *Just a word*
Page 2
-  *Juninga residents do it outdoors*
Page 2
-  *Accreditation application update*
Page 3
-  *Seminars and courses*
Page 4
-  *Catering to diversity on the North Coast*
Page 5
-  *Staff and residents 'graduate' together*
Page 6
-  *Art success for the James Watson team*
Page 7



Quality Endorsed Company
ISO 9001 Lic 21539
SAI Global



Just a word



It's hard to believe we're wrapping up another year already.

Earlier this year we published a special three-part series that identified common characteristics in areas where non-compliance was most frequently identified.

Just recently we sent each home a copy of the *Results and processes guide* and a wall planner along with this special three-part series. The *Results and processes guide* continues to be popular as is the wall planner. If you require more copies, please contact orders@accreditation.org.au.

This is the last edition of The Standard for 2008. I would like to wish staff, management and residents, relatives and volunteers of all aged care homes across Australia, a very happy Christmas and a healthy and safe 2009.

Mark Brandon
Chief Executive Officer

Juninga residents do it outdoors

You certainly won't find residents doing bingo at the Juninga Centre but there is a whole range of other, mostly outdoor, activity going on at the indigenous nursing home in Darwin.

The 36 mixed high and low care indigenous residents will more often be found listening to traditional music and eating bush tucker around the camp fire than playing games in the lounge, said Activities Officer Barry Chongwee.

"All the activities we do at Juninga are tailored to the specific cultural needs of the residents," he told *The Standard*. "Most of our leisure time is spent outdoors, with various outings to the bush and sometimes the beach. Most of them love keeping in touch with nature and doing simple things like having picnics by the lagoon."



Even Juninga's activity centre, is semi 'al fresco' being fenced in with only a trellis that allows a gentle breeze to cool residents down on the veranda, said Barry.

"Sometimes we organise for family visits to other Aboriginal communities so residents can keep in touch with loved one," he continues, "and we also occasionally have entertainment come to us such as the traditional dancers from the local correctional services. Residents love this kind of thing."

Barry's attention to detail with Juninga's activities program, led last year to the facility receiving the Minister's Award for Excellence in Aged Care.



"Sitting and discussing different paintings is a great way of getting them to think creatively and discuss with like-minded people."

He said the art programs at Heritage Lakes had already produced many high quality pieces of art from residents, some of which he is considering making into t-shirts.

In addition, the new care facility also boasts strong colours and 'location points' which aid residents with dementia in comfortably and safely finding their way around the building, whilst also providing much-needed stimulation. "There is a very flowing system to our facility, which does not have any dead-ends – something which of course can be tricky for people with dementia."

With the facility set to be running at full capacity by this Christmas, Derek said feedback from both residents and their families has so far, been positive. "Many families have told me that the leisure programs we have been offering have really helped in relieving the stress on both them and their relatives."



Accreditation application update

As part of our program of regular review and continuous improvement, an updated and improved application for accreditation has been developed to make it easier for aged care homes to apply for further periods of accreditation. The new application is available on our website www.accreditation.org.au.

The improvements incorporate feedback from industry representative workshops, assessors and their discussions with homes and approved provider staff, as well as enquiries to our helpdesk.

The new application no longer requires the attachment of the home's vision statement, organisation chart, resident's handbook or site plan for submission; they can be presented to the assessment team during the entry meeting at the site audit.

There are also revised prompts to assist you with completing your self assessment against the Accreditation Standards. It is now easier to complete your application and submit it via email.

For more information relating to the updated software and installation requirements, please visit our website www.accreditation.org.au or contact the helpdesk on 1800 462 235



Aged Care

Standards and Accreditation Agency Ltd

Seminars

The series of one-day seminars aims to equip key personnel with the skills and knowledge that will improve quality of care for residents.

Courses

The internal Assessor course aims to equip individuals with the skills and knowledge to conduct assessments of their own aged care facilities. The course is designed for staff seeking to develop their skills and knowledge in assessment and accreditation processes.

Organisation-direct training

Our seminars and Assessor courses can be delivered direct to your organisation at your nominated facility. For more information contact 1800 728 589 or visit our website www.accreditation.org.au/education to download an Expression of interest form to receive a detailed proposal.

Seminars				Courses
	Evidence-based practice	Continuous improvement	Managing risk to avoid non-compliance	Assessor courses
NSW		24 February 2009, Parramatta	3 February 2009, Singleton 10 February 2009, Wagga Wagga	16-19 February 2009, Parramatta
Qld	3 February 2009, Hervey Bay		12 February 2009, Lismore 18 February 2009, Stones Corner	24-27 February 2009, Stones Corner
VIC			17 February 2009, Mornington	13-16 January 2009, Box Hill
NT		19 February 2009, Darwin		
WA	25 March 2008, Osborne Park	25 February 2008, Osborne Park		

For more information, visit our website
www.accreditation.org.au/education or call 1800 728 589.



Catering to diversity on the north coast

A mix of ethnic cultures and religious affiliations are catered for at the *UnitingCare Ageing's*, North Coast region's aged care facilities.

The 300 high and low care residents living at the five *UnitingCare Ageing* residential facilities within the North Coast region comprise a diverse range of cultural groups, which are offered an equally diverse spiritual care program.

Christmas time is no exception, said Director Julia Bellamy: "We embrace all religious and cultural affiliations as we like to acknowledge the unique cultures of all our residents as well as the previous lifestyles they enjoyed prior to coming to live with us."



At other times of year, *UnitingCare Ageing* North Coast region engages with its residents from cultures including Buddhist, Thai and Italian, by holding special events or joining in with those which may be held by the residents themselves and their families.

"Interesting times for us have included groups occasions such as monks coming down from the Gold Coast to support our Buddhist residents during special times of ceremony," said Julia. "Other regular events include special Italian coffee mornings for our Italian residents and the Thai Coronation Day for our Thai residents. These are especially significant for us, as staff and residents from other cultures often also become involved and they therefore take on a more community feel for everyone."



Most importantly, at Christmas, Julia said the general focus is for all residents to be given a diversity of entertainment opportunities that they can share with friends, families and fellow residents and staff alike.

"It is an opportunity to celebrate and come together with social events at this time of year, but we also provide a structured program concerning the spirit of Christmas too."

With a focus on the Christmas nativity theme complete with carols, candles and Communion, Julia says all residents are welcomed into strengthening their faith or just being supported during this special time.

"We are keen to provide special areas of worship such as chapels for those that want this, but these are open to everyone, similarly they are used for sacred quiet spaces for reflection," she said.



"we like to acknowledge the unique cultures of all our residents as well as the previous lifestyles they enjoyed prior to coming to live with us"

Staff and residents 'graduate' together

The Ridgehaven Retirement Complex in Monto, Queensland, was the setting for its first ever Senior Graduation Ball.

Held on Saturday 26th July, not only did the event celebrate the opening of the care facility's eagerly awaited new building extension and the granting of its three year accreditation, but it also recognised the achievements of both its residents and care staff over the previous year.

"We were very happy to see the completion of the building works this year, which included us receiving a new lounge, laundry, kitchen and dining area which links our hostel and nursing wing together, complete with a new lift," said Care Manager Annette Painter. "With this coinciding with 11 of our care staff successfully completing either their Certificate III or Certificate IV in Aged Care or their Diploma of Nursing, we decided that a celebration was in order that everyone could enjoy.

"There was a real buzz of anticipation in the lead up to the event," she said. "Things were hectic during the lead up to the graduation as the building works were not quite completed until just before the event."

However on the day of the ball, a team of hairdressers were installed to style residents' hair and help choose their outfits. "Our diversional therapist had also been busy helping residents to make mortar boards for their 'graduation' so there was a lot of excitement," Annette said.

After the serving of a welcome glass of bubbly and canapés served courtesy of the local high school hospitality students, the evening got into full swing with the tunes of the Ridgehaven Band.

Comprising ninety-year-old resident Bill Tulk on drums, the Ridgehaven diversional therapist on vocals and guitar, a resident's son on guitar and



◀ *Ninety-year-old resident Bill Tulk on drums*

Annette's husband on keyboard, a total of 160 residents (some in wheelchairs), staff and guests alike eagerly danced the night away.

The highlight of the evening was the official graduation ceremony, during which the Ridgehaven staff were congratulated on their nursing achievements and residents were presented with their awards and gifts by Joy Jensen, local Mayor of the North Burnett Regional Council.

Covering a range of accolades including 'friendship,' 'humour,' 'giggles,' 'perfectionism' 'ageing gracefully' and even 'nursing' (for one lady resident who always attended the staff nursing training sessions!), Annette said that no resident was left out of the fun.

"Some residents told us during the build up to the event that there was no way they would participate on the night, but it was really good to see them all eventually join in."



Art success for the James Watson team

The James Watson Hostel (JWH) was successful in September this year by winning an award in the 2008 IGA Perth Royal Show Aged Care Display Competition.

The 20-bed, male-only St Bartholomew's House service provides accommodation to a mix of high and low-care residents, many of whom have experienced homelessness.

Thus, finding the key to engage and unlock human potential in a creative pursuit which is also socially interactive has been a big challenge for the team, said Activities Co-ordinator Elizabeth Allen.

"Over a two month period, residents reminisced about their experiences of the Perth Royal Agricultural Show before deciding their memories would be represented in a collective collage," she said. "The artwork represents the different memories, and uses various art forms, such as knitting (craft panel), painting (background), tapestry & embroidery (St Bart's logo), mosaics (borders) and sculpture (animals).

"We agreed that the board would be divided into four sections representing 'sideshow alley', farm animals, crafts and produce, thus capturing the activities and residents' memories of the Royal Show. It also met with the objectives of the competition which was to create a representation of JWH in relationship to the Royal Show," said Elizabeth.

She said that during planning, great enthusiasm was evoked with discussion about incorporating flashing lights, however the plans had to be adjusted to meet with a budget of \$300, as well as residents' abilities.

Activities undertaken involved fine motor skills, tactile and social stimulation, memory retrieval and visual perception, with varying levels of participation from residents depending on ability and personal choice.

The competition promoted social interaction with the wider community, with the judges visiting JWH, viewing the collage and speaking with residents and staff.

On 16 September several residents accompanied by staff were invited to the high tea and awards ceremony at the Show Grounds, where JWH was presented with a blue ribbon and Certificate of Recognition for their stunning contribution.

"There was a wonderful sense of accomplishment and friendship amongst the residents and we look forward to next year's Royal Show challenge," said Elizabeth.



◀ 2008 IGA Perth Royal Show award winning display by The James Watson Hostel.



Do you want to contribute to quality?



Make a commitment to ensuring quality of care for elderly Australians.

The Aged Care Standards and Accreditation Agency Ltd is looking for assessors right now to join our offices in Brisbane, Parramatta, Newcastle, Melbourne, Geelong, Adelaide, Mittagang and Perth.

We will provide you with initial training through our Aged Care Quality Assessment Course and you will continue to receive update training and other learning and development opportunities throughout your career with us. Our assessor training and management program has been certified at world's best practice by the International Society for Quality in health care. We will also pay your annual registration fee, as well as the fees for a national police check.

We're committed to creating an environment where you receive training and support using our learning and development framework. This is part of our commitment to our employees.

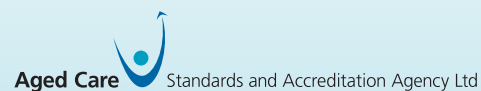
Good analytical, computer, written and verbal communication skills, strong interpersonal skills and a commitment to quality are required to succeed in this role.

Travelling to aged care homes throughout the state is part of the job. A driver's licence is essential.

A remuneration package commencing at \$71,292 increasing to a maximum of \$87,000 (inclusive of superannuation) will be offered to successful candidates.

How to apply:

Download an employment application from our website www.accreditation.org.au. Click on 'employment' and read some career profiles from our assessors. Or call Grace Sevilla on 02 8831 1001.



Aged Care

Standards and Accreditation Agency Ltd

Contact Information

The Editor, Aged Care Standards and Accreditation Agency Ltd.
PO Box 773, Parramatta, NSW, 2124
email: editor@accreditation.org.au

© Aged Care Standards and Accreditation Agency Ltd. *The Standard* may be copied in whole. *The Standard* is intended to provide general information only and should not be taken as constituting professional advice. Readers should obtain further advice in relation to issues raised in *The Standard*. Mention of a person, home, company or product does not mean endorsement by the Agency.

To be added to *The Standard* mailing list or to receive extra copies, email the editor: editor@accreditation.org.au or download your copy from www.accreditation.org.au