



IRT Aged Care Centres Monthly Relative Meeting

13th December 2022

Ribbonwood Cafe

13:30pm

No.	Topic/Content	Tabled By
1	PRESENT	Natasha Morris, Jodi Potter, Nick Kafer, Michael Murphy, Kylie Judd, Deb Pitt, Margaret Green, Deborah Winbank, Judy Alison, Cheryl Butler, Allan Van Kraanen. Minutes by Margaret Bourne
2	APOLOGIES	Rebecca Perry
3	PREVIOUS MINUTES	No matters raised in previous meeting, 8 th November 2022. Open items from meeting 13 th October 2022 - to be updated next Relative meeting, 14 th February 2023.
4	BUSINESS ARISING	N Morris presented. Site is in outbreak – refer to 7.2 BBA apartments will not be re-occupied with care residents. <ul style="list-style-type: none">• 13 units (up to 21 units) are to be made ready to support new staff due to arrive from the Philippines in February 2023. Palliative Care In Service, held on 29 th November 2022: <ul style="list-style-type: none">• In Service was recorded and will be sent to NOKs.• Helpful information for NOKs, describing what palliation looks like.• Presenter, Katherine will provide future In Services. Priorities of Care (POC) has ended, site is running 'as normal' from 1 st December 2022. <ul style="list-style-type: none">• Difference is only with documentation – staff no longer complete just one form, they now complete numerous forms.
5	SAFETY	Nil discussed

6	AGED CARE PORTFOLIO UPDATE	
6.1	ACC Plan on a Page	Nil discussed Action by: Required by: Resolution:
6.2	Centre/Region Priorities	Nil discussed Action by: NA Required by: Resolution:
6.3	Policy/Procedure related to Resident	Nil Discussed Action by: Required by: Resolution:
6.4	Self-Assessment/CI plan	Nil discussed Action by: NA Required by: Resolution:
6.5	ACQASC Activity	Nil discussed Action by: Required by: Resolution:
6.6	EGM Update	Nil discussed Action by: Required by: Resolution:
7	LEARNING & DEVELOPMENT	
7.1	Nurse Call Statistic Report	N Morris presented statistics for October: <ul style="list-style-type: none"> • 18,900 calls • 2min:39sec – average response time. • Response times have improved as a result of improved staffing levels. Action by: NA Required by: Resolution:
7.2	Journey of Care	Nil discussed Action by: NA Required by: Resolution:
7.3	Clinical and NQIP Trends/Areas of Concern/ Outcome	N Morris presented statistics for October: Falls <ul style="list-style-type: none"> • 43 incidents around falls – a big decrease. Would like to see reduce further.

		<p>Behaviours</p> <ul style="list-style-type: none"> • Aggression is down. <p>Infections</p> <ul style="list-style-type: none"> • Less infections. • The highest number of infections is UTI's, with seven. <p>Skin</p> <ul style="list-style-type: none"> • Most wounds are skin tears. <p>Medication incident</p> <ul style="list-style-type: none"> • One incident where medication was dropped. • Medication was replaced and incident report completed. <p>Action by: Management Team Required by: Resolution:</p>
7.4	MOA Results	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
7.5	Safety Net Report	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
7.6	Outbreak Management	<p>N Morris presented.</p> <p>Site is currently in a Covid-19 outbreak. Communication to NOKs is due to go out today.</p> <ul style="list-style-type: none"> • Currently eight cases: <ul style="list-style-type: none"> • One resident in RW2. • Seven residents in BBA – source unknown as residents do go out in the community. Possibly the Christmas Party. • Four staff – all separate exposures and not site related. • Start date 11th December 2022 • Swabs being done today for BBA residents, results due 14th December 2022 • No risk to FT or RW residents. • Last swab will be taken on day 10. <p>Action by: Management Team Required by: Resolution:</p>

7.7	Workforce Management Update	<p>N Morris presented</p> <ul style="list-style-type: none"> • Philippine staff due to arrive February 2023 <ul style="list-style-type: none"> • Existing staff are to advise Management/Workforce how many hours they want, new staff will then fill remaining hours. • There were three new starters in November and three in December 2022. • One previous staff member is returning in December 2022. • Agency staff are still on site, though preference is for employed staff who know the residents. • Staff levels are not perfect yet but look promising: <ul style="list-style-type: none"> • Staff are increasing their hours. • Philippine staff will be committed to work for IRT for four years. • Currently only six staff can go on leave at the same time. New staff will help with covering leave. <p>Action by: NA Required by: Resolution:</p>
7.8	Care and Assessment Planning	<p>N Morris presented.</p> <ul style="list-style-type: none"> • Diment Towers is transitioning away from care to become only retirement living. • Existing care residents may move to Woonona, William Beach Gardens or Tarrawanna. Some residents have chosen to move down the coast. <p>Action by: NA Required by: Resolution:</p>
8	HOSPITALITY UPDATE	
8.1	Environmental Audit Trends/Areas of Concern/ Outcome	<p>M Murphy presented.</p> <p>Cleaning</p> <ul style="list-style-type: none"> • Baytons has passed recent audit at 92%. Rooms are now cleaned more effectively and efficiently. • M Murphy asked relatives if they have noticed the difference. <ul style="list-style-type: none"> • Overall response - yes, it is good, no issues. • Benchmark is 90%, however IRT expect results of 90% - 95%.

		<p>Laundry</p> <ul style="list-style-type: none"> • One new staff starting after Christmas. • M Murphy invited relatives to give feedback <ul style="list-style-type: none"> • None <p>J Potter reminded relatives that on each nurse's station there is a Baytons communication book that visitors can use to report issues and make requests:</p> <ul style="list-style-type: none"> • Cleaners have 24 hours to respond to each entry. • Entries are escalated to M Murphy, who forwards to Baytons for follow up and auditing. • M Murphy advised visitors may also speak directly with cleaners. If cleaner can complete request during shift, request no longer needs to be entered into book. <p>Action by: NA Required by: Resolution:</p>
8.2	Menu Feedback	<p>M Murphy presented.</p> <ul style="list-style-type: none"> • New menu is on hold until March 2023, residents have been advised. • Resident Christmas parties went well. <p>M Murphy invited relatives to give feedback:</p> <p>Food is not as good as it used to be.</p> <ul style="list-style-type: none"> • N Morris noted further information is needed, for example whether an issue is related to taste, temperature and/or quality. When there are details, feedback can be addressed and changes made. • M Murphy explained methods residents can give feedback: <ul style="list-style-type: none"> • Daily through a feedback form, which is scanned and sent to Catering. • Monthly Food Focus meetings with residents. • At every service, residents are asked if meal is liked. Response goes on delivery docket and scanned into the system. • M Murphy reviews all data to identify trends and forwards feedback/trends to Catering. • Catering then has three weeks to respond feedback and make adjustments (within a four week cycle). • Data collection is ongoing so trends over time can be seen. • Any information/feedback given is good.

		<ul style="list-style-type: none"> • J Potter advised, for relatives Your Comments forms are located near lifts and there is also a QR system for feedback and complaints. <p>Why is cordial served to residents? Would prefer to see water being served.</p> <ul style="list-style-type: none"> • Managers advised this is a resident's choice. • For residents with dementia, relatives can speak with staff to request no cordial (or only once per day). This can be included in Care Plan. • Refreshments are offered five times per day, please let staff know what resident would like: tea/ water/juice/ cordial. <p>Action by: NA Required by: Resolution:</p>
8.3	Cleaning Audit Trends/Areas of Concern/ Outcome	<p>Refer to 8.1</p> <p>Action by: Required by: Resolution:</p>
8.4	MOA Results	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
9	LIFESTYLE UPDATE	
9.1	Lifestyle Update	<p>D Pitt presented.</p> <p>Lifestyle Team are extremely busy with many activities, including concerts, resident Christmas parties, carol singing, and Christmas light bus trips.</p> <ul style="list-style-type: none"> • Next concert is in Ribbonwood café, 14th December. • Coming up Friday Movie night for residents and families. • Feedback has been great. • Acknowledgement for the support from Care/Hospitality staff. • January will be quiet while there are staff on leave - activities will ramp up for Australia Day. • Matilda's farm is booked to visit in February 2023. • Lifestyle Team are constantly working towards getting residents involved, to help residents find purpose and feel important. • Activities are modified to suit resident needs. • Lots of photos will be sent to NOKs.

		<p>D Pitt invited relatives to give feedback.</p> <p>How is the Men's Shed?</p> <ul style="list-style-type: none"> • There is a gentleman who is prepared to run Men's Shed, however residents are not prepared to attend. <ul style="list-style-type: none"> • Efforts are made including door knocking and reminders, the last two efforts had no takers. • Different personalities have different likes. • Can also depend on the day, if resident(s) feel tired. • NOK offered to bring in motor bike for show and tell. D Pitt to discuss further with NOK. • Lifestyle Team are always open to ideas. <p>Feedback from relatives</p> <ul style="list-style-type: none"> • Christmas parties have been fantastic, lots of singing and dancing. One resident danced the whole party. <p>Action by: NA Required by: Resolution:</p>
9.2	Program Evaluation	<p>Refer to 9.1</p> <p>Action by: Required by: Resolution:</p>
9.3	Theme Days	<p>Refer to 9.1</p> <p>Action by: Required by: Resolution:</p>
9.4	Survey Feedback	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
9.5	MOA results	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
10	FEEDBACK AND COMPLAINTS	
10.1	Feedback Register Status for Quarter	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>
10.2	Trends for the Quarter	<p>Nil discussed</p> <p>Action by: Required by: Resolution:</p>

10.3	Open Feedback Session	<p>What is the process for residents going out over Christmas?</p> <ul style="list-style-type: none"> • Please advise staff on the floor so outing can be put in diary. • Residents to 'sign out' in the book at nurse's station on each floor. <p>Action by: NA Required by: Resolution:</p>
11	NEW BUSINESS	<p>Relative and Residents meetings will be scheduled quarterly in 2023. Relatives will receive an invitation to next meeting.</p> <p>Action by: Management Team Required by: February 2023 Resolution: Invitation sent 7th February 2023</p>
12	CLOSE OF MEETING	<p>With there being no further business, members were thanked for their attendance and the meeting was closed at 2:02pm. Next meeting 14 February 2022 at Ribbonwood Café at 10:30am.</p>