



Minutes

IRT Aged Care Centres Quarterly Resident/Relative Meeting

16 February 2023
Diversional Room
10.30am

No.	Topic/Content	Tabled By
1	PRESENT	[REDACTED], Lisa Bainbridge (LM), Sarah Bartrim (CM)
2	APOLOGIES	Rebecca Perry (BM), Michael Murphy (RHM), K Judd (RLM) [REDACTED] (HTL)
3	PREVIOUS MINUTES	
4	BUSINESS ARISING	<ul style="list-style-type: none">L Bainbridge to investigate having another vending machine installed upstairs. Action: Discussions in progress with vending machine company – Ongoing[REDACTED] feels lonely and would like more company. Action: L Bainbridge to look into a community visitor. Lifestyle staff to see her weekly for one to one. – OngoingHTL/M Murphy to look into the new morning/afternoon tea routine feedback. Action: Some areas have stabilised while other areas still need to be reviewed – OngoingHTL/M Murphy to organise daily bathroom check for 107. Action: Daily bathroom check for 107 commenced on 10 January and will be trialled for one month – OngoingHTL/M Murphy to organise full building pest spray ASAP. Action: Pest spray tender has been accepted by Ecolab and is now pending – OngoingHTL to organise new signage inside all residents' cupboards explaining labelling process. Action: Signage completed in December – Closed

		<ul style="list-style-type: none"> HTL/laundry staff will continue to look for items of missing clothing. Action: The lost property trolley has had all clothes removed, bagged and placed in storage. The New Year will commence with the trolley being labelled by area to make it easier to identify unlabelled clothing. The trolley is now being taken to areas fortnightly on Fridays and, with the help of Care staff, clothes are being identified quicker. The new labelling register is assisting in the reduction of missing and unlabelled clothes being in circulation – Closed HTL/M Murphy to put in special request for Baytons to clean upstairs balcony. Action: The upstairs balcony was high pressure cleaned on 5/1/2023 – Closed HTL/M Murphy to look into why dusting is not being done in 115. Action: Upstairs cleaner advised he does his best but the resident has a lot of belongings and they are not meant to move these belongings to dust. He will endeavour to dust more area without moving the resident's belongings – Closed O Decker to organise a case conference for [REDACTED] Action: Case conference has been held – Closed [REDACTED] asked if the central Lorikeet/Rosella courtyard could have a clean-up and add some colourful, flowering plants. Action: Clean-up of area is complete. New soil has been added. Some new flowering plants have been planted.– Closed L Bainbridge/M Murphy to look into risk forms and/or alternative ice-cream supplies for bus trips. Action: Small esky purchased to enable ice-creams/drinks to be taken out on bus trips - Closed L Bainbridge to check on microphone and speaker for next meeting. Action: Microphone and speaker now working well - Closed
5	SAFETY	<ul style="list-style-type: none"> IRT has an online system to manage hazards, incidents and comments and complaints. From November to now there has been around 30 hazards entered and managed. This is good because when hazards are reported the risk of injuries decreases. If you see a safety issue that may be a danger to someone else please let a staff member know so it can be reported and actioned.
6	AGED CARE PORTFOLIO UPDATE	

6.1	ACC Plan on a Page	Relates to the priorities both at care centre level and a regional level in the Illawarra. Actions are related to working on the below priorities.
6.2	Centre/Region Priorities	<p>The main priorities coming up for Tarrawanna and the region include:-</p> <ul style="list-style-type: none"> • Upcoming review of any Journey of Care (JoC) moves. • Master staff roster review looking at clinical coverage at sites. • Increased focus on safety including identifying, reporting and managing hazards before they result in an incident. Appointment of Regional Safety Officer for the Illawarra. • Closure of Diment Towers, transfer of residents and re-deployment of staff. Currently one care resident remains on site who will move on Monday and the care section will then wind down completely. There will still be retirement village residents living on site who will be supported by their teams. • Change in management structure with O Decker now in a regional panel role and S Bartrim taking on Tarrawanna as Care Manager. • Occupancy remains a focus across the region but Tarrawanna has no difficulty filling rooms. • Recruitment and retention of staff is ongoing with local managers now assisting the recruitment team in fortnightly interview panels to speed up the process. • Unfilled Shifts – It has been identified that too many people have been approved for pre-planned leave at once which, along with a high rate of unplanned leave, has been affecting rosters significantly. • ‘Project Welcome’ involves workers coming from overseas who have been trained in our aged care system. Still awaiting news from Immigration regarding visas. <p>Action by: Information only Required by: Resolution:</p>
6.3	Policy/Procedure related to Resident	<ul style="list-style-type: none"> • Added 25 Jan 2023 - 2.30.03 - Work Health and Safety - Smoking Procedure (<i>New</i>) • Added 11 Jan 2023 - St Johns Ambulance Australia- First Aid Fact Sheet- Choking Adult (<i>New</i>) • Added 23 Dec 2022 - 1.14.027 Summary Care Plan Posters • Added 9 Dec 2022 - 1.17.040 - Hypoglycaemia Flow Chart • Added 9 Dec 2022 - 1.17.039 - Hyperglycaemia Flow Chart

		<ul style="list-style-type: none"> Added 24 Nov 2022 - NSW Health - Antiviral Pre-Assessment Form Added 14 Nov 2022 - 1.57.025 - Stop and Watch Visitor Form <p>Action by: Information only Required by: Resolution:</p>
6.4	Self-Assessment/CI plan	<ul style="list-style-type: none"> Looking at setting goals, needs and preferences for everyone in their care evaluations. Getting case conferences up to date. Finishing off Dignity of Risk forms. Supporting people to complete Advance Care Directives. Ensuring repositioning is attended correctly. Ensuring Restrictive Practices assessments are attended as needed or marked as not applicable for those who don't need them. Closing gaps with High Risk Case Management. Closing gaps with individual Behaviour Support Plans. Reviewing Diabetes Management Plans. Transitioning to electronic versions of Knowing Me form. Closing gaps with staff Personal Development Reviews. <p>Action by: Information only Required by: Resolution:</p>
6.5	ACQASC Activity	<ul style="list-style-type: none"> As at the last quarter of 2022 IRT had:- <ul style="list-style-type: none"> A full accreditation visit to Woonona resulting in reaccreditation until 2025. Their CI Plan was updated to address unmet outcomes and the Commission will revisit them at some point. Infection Control audit at Five Islands Court with no further action required. William Beach Gardens is still awaiting a Commission revisit to address unmet from a while ago. <p>Action by: Information only Required by: Resolution:</p>
6.6	EGM Update	<ul style="list-style-type: none"> Workforce Update – Looking to source accommodation within IRT properties for those employees who will be joining the business through the overseas Welcome Project. Will hopefully be organised within the month, although there has been a delay with visas. A lot going on in the Shoalhaven area with new navigational signage and noticeboards.

		<ul style="list-style-type: none"> • New armchairs are being ordered for residents' rooms if needed. • A bed replacement program is underway across IRT. Five Islands has recently received new beds. Tarrawanna beds are already quite new. Very old beds being replaced first. • EGM ACC will be setting up round tables this year to meet with staff and residents and have that face to face feedback. • Government Legislation Updates:- <ul style="list-style-type: none"> – The government has introduced a star rating system for all aged care centres to ensure centres are transparent and can be easily compared when looking for placement. – Looking at 'care minutes' to see how much time is spent per resident per day by care staff and nurses. – From July there will be six new indicators for the National Quality Indicator Program Scheme. This means IRT will now be reporting on activities of daily living, incontinence care, hospitalisation, workforce, consumer surveys and quality of life. • Dance Health Alliance training is continuing for staff to ensure there are adequate staff to cover this program. • Looking into snack fridges and also the ordering team processes needed for them to go ahead safely. • Looking for feedback on the physio wellness exercise program covering falls prevention, balance and strengthening. <ul style="list-style-type: none"> – [REDACTED]: Very good – [REDACTED]: Program is excellent but not as good as having individual physio with massage. – S Bartrim: People should inform staff if they feel they still need individual massage. <p>Action by: Information only Required by: Resolution:</p>
7	LEARNING & DEVELOPMENT	
7.1	Nurse Call Statistic Report	<p>For the three months from November 2022 to January 2023 there were 60,000 uses of call bells; 2047 were over 10 mins (3%) with an average response time of 1 minute 53 seconds.</p> <p>Action by: Information only Required by: Resolution:</p>
7.2	Journey of Care	<p>There have been several internal Journey of Care (JoC) moves recently which have been done in consultation with the residents and their family.</p>

		Action by: Information only Required by: Resolution:
7.3	Clinical and NQIP Trends/Areas of Concern/ Outcome	<ul style="list-style-type: none"> • Total number of falls was stable from December 2022. Nine residents with two or more falls in the month. • No aggressive behaviours reported recently. • Very minimal general incidents. Other types are mostly related to skin concerns such as lesions. • Urinary tract infections (UTIs) for January 2023 have decreased by almost half compared to December 2022. • Respiratory infections were stable. • Six residents with diarrhoea symptoms were reported in one area. Pathology came back negative and cleared up quickly. On investigation most did not meet criteria for infection or outbreak. • One prescribing error regarding vitamin D supplement. No adverse effects. • Pressure areas were stable compared to December 2022, however much higher than result in January 2022. • Decrease in weight loss over 3 kg for December 2022 and January 2023. • Decrease in skin tears compared to December 2022. • Significant increase in general wounds, including bruises and skin lesions. Bruises have been related to falls. • Combined wounds and skin conditions for monitoring is lower than December 2022. • Slight decrease in total number of skin infections. Action by: Information only Required by: Resolution:
7.4	MOA Results	Nil to report
7.5	Safety Net Report	Nil to report
7.6	Outbreak Management	<ul style="list-style-type: none"> • There are currently no outbreaks on site but we remain vigilant. • The facility continues to deal with different levels of exposure regularly. Understanding of Covid has evolved over the past few years and we are now better prepared. • There was a recent potential gastroenteritis issue in Lyrebird, however no positive pathology was returned. Action by: Information only Required by: Resolution:

7.7	Workforce Management Update	<ul style="list-style-type: none"> Staffing issues are still a problem. Staff are being shuffled where necessary to make sure the skill mix is right. Also outreaching to Agency to fill staffing gaps. There have been several staff members move on due to gaining employment after finishing qualifications or moving away. Four new medication competent staff members from Diment Towers have been welcomed, as well as two new trainees and one potential new person to help in the kitchen. A new Grad RN started last week and another who will be joining Tarrawanna in a few months. Three resumes have been sent to recruitment and interviews have been scheduled for those people too. <p>Action by: Information only Required by: Resolution:</p>
7.8	Care and Assessment Planning	<ul style="list-style-type: none"> There is a 3 monthly schedule to review resident care assessments, along with an annual review each year. Exceptional evaluations and case conferences are also done as needed. All resident preferences are currently being set. No matter how small, these help to make up individual profiles and care plans and form part of each resident's needs and goals, needs and preferences. <p>Action by: Information only Required by: Resolution:</p>
8	HOSPITALITY UPDATE	
8.1	Environmental Audit Trends/Areas of Concern/ Outcome	Nil to report
8.2	Menu Feedback	<ul style="list-style-type: none"> New Manager commenced at Central Production Kitchen in Unanderra - working on improving processes, procedures and food quality. He will be visiting sites in the next few months. New menu will be ordered next Tuesday 21 February to begin in March. NSW Food Authority audit will be conducted on 17 February. Recruitment of two new staff members is underway to assist the hospitality team with leave management. <p>Action by: Information only Required by: Resolution:</p>
8.3	Cleaning Audit Trends/Areas of Concern/ Outcome	<p><u>Laundry</u></p> <ul style="list-style-type: none"> No laundry updates. Any issues please let HTL or M Murphy know.

		<p><u>Cleaning</u></p> <ul style="list-style-type: none"> • Baytons audits will be performed next week. Overall they are cleaning appropriately with some improvements to be made. Any issues with cleaning should be added to the Communications Book at reception. • If you have any cleaning that involves bodily fluid please let HTL or M Murphy know so they can request an adhoc clean. <p>Action by: Information only Required by: Resolution:</p>
9	LIFESTYLE UPDATE	
9.1	Lifestyle Update	<ul style="list-style-type: none"> • Will be introducing an ice-creamery once a week or fortnight. Staff will bring around a trolley with different flavoured ice-creams and a variety of toppings. • Have been in touch with a minister from a Catholic Church regarding coming in to provide Catholic mass services and communion to residents. • A small esky has been purchased for bus trips. Planning on purchasing some ice-cream cups and paddle pops to take out on future bus trips. <ul style="list-style-type: none"> – [REDACTED]: wants to pass on his appreciation to bus driver [REDACTED] for the great job he does. Would also like to see better bus access so more residents can participate in bus trips. – L Bainbridge: explained that for the residents who struggle with the stairs there is the option, with the help of staff, to stand on a rising platform at the back of the bus to gain access. <p>Action by: Information only Required by: Resolution:</p>
9.2	Program Evaluation	<p>Staff members do an activity evaluation every 3 months. For example with the Valentine's Day High Tea staff look at how many residents attended, was there any feedback during the activity and look at the planning of the activity. Feedback is always welcome at these meetings regarding any activities held.</p> <ul style="list-style-type: none"> – [REDACTED]: likes the word games at 2pm in the afternoon. – L Bainbridge: a few more activities have been held outside; upstairs on the balcony or downstairs in the courtyard. <p>Action by: Information only Required by: Resolution:</p>

9.3	Theme Days	<ul style="list-style-type: none"> Will be having a themed High Tea once a month. This month it was Valentine's Day and in March it will be on St Patrick's Day. <ul style="list-style-type: none"> ██████: said the timing on Valentine's Day could have been better as they had already had morning tea so didn't really feel like a high tea. L Bainbridge: said they would organise with hospitality so there are no double ups in future. There will be a range of St Patrick's Day themed word games and quizzes and beer will also be available. Next week is Shrove Tuesday which is traditionally a pancake day so pancakes will be available for either morning or afternoon tea. <p>Action by: Information only Required by: Resolution:</p>
9.4	Survey Feedback	<p>There will be an activity survey at the end of this month. Staff members will come around to ask residents about the activities on offer here along with any suggestions.</p> <p>Action by: Information only Required by: Resolution:</p>
10	FEEDBACK AND COMPLAINTS	
10.1	Feedback Register Status for Quarter	<p>Tarrawanna has had 1 complaint and 1 compliment entered into the feedback system so far this year. Will be reviewing how the feedback is captured and entered.</p> <p>Action by: Information only Required by: Resolution:</p>
10.2	Trends for the Quarter	<p>Nil to report</p>
10.3	Open Feedback Session	<ul style="list-style-type: none"> ██████: Commented that she feels visitors have to wait too long to gain access to the facility on weekends. S Bartrim: Explained that there was an issue last weekend due to the wifi upgrade. Usually visitors just need to push the intercom to speak to the RN on duty for entry. There is also signage with the direct phone number to the RN for entry access if needed. Sometimes the RN may be busy on weekends and visitors may have to wait a short while for assistance. <p>Action by: Information only Required by: Resolution:</p>

		<ul style="list-style-type: none"> • [REDACTED]: Only wants to be attended to by females. S Bartrim: Any preference changes should be relayed to staff so residents' profiles can be updated. <p>Action by: S Bartrim to check this preference is on file. Required by: 2/3/2023 Resolution:</p> <ul style="list-style-type: none"> • [REDACTED]: Asked about organising a visitor from the Multi-cultural Centre for her mum. L Bainbridge: Advised that she would be meeting with a representative from the Multi-cultural Centre tomorrow and would request organising a visitor for her mum. <p>Action by: L Bainbridge/K Judd to organise a Multi-cultural Centre visitor for [REDACTED]. Required by: 2/3/2023 Resolution:</p> <ul style="list-style-type: none"> • [REDACTED]: Asked if there were plans to have an Anglican Church representative visit? L Bainbridge: Not as yet but will follow up. <p>Action by: L Bainbridge/K Judd to follow up organising an Anglican church representative Required by: 2/3/2023 Resolution:</p> <ul style="list-style-type: none"> • [REDACTED]: Feels that acronyms are hard for residents and visitors to understand. S Bartrim: Can provide a print out of commonly used acronyms. <p>Action by: S Bartrim to source a list of commonly used IRT/aged care acronyms. Required by: 2/3/2023 Resolution:</p>
11	NEW BUSINESS	
11.1	Pest Control	<p>Pest control is scheduled from 20-25 February and notices have been put up.</p> <p>Action by: Information only Required by: Resolution:</p>
12	CLOSE OF MEETING	<p>With there being no further business, members were thanked for attendance and the meeting was closed 11.15am.</p>