

IRT Aged Care Centres Quarterly Resident/ Relative Meeting

Wednesday 15/03/2023

KANGARA WATERS

15:30 – 16:30

NO.	TOPIC / CONTENT	TABLED BY
	ACKNOWLEDGEMENT OF COUNTRY <ul style="list-style-type: none"> IRT acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples who are with us today. 	
1	INVITEES	
	Kelly Daly, Iva Vujica, Deepak, Claudine, Frankie	
2	APOLOGIES	
	Kelly Daly, Frankie	
3	PREVIOUS MINUTES	CM
4	BUSINESS ARISING	BM / CM
	<ul style="list-style-type: none"> Change of code and conduct in age care. Agency visit since last meeting-Infection Control Procedure were review and report was positive. 	
5	SAFETY	BM / CM
5.1	Quarter Hazards and Incidents trends/action <ul style="list-style-type: none"> We do monitor hazards and risk assesement-19 Hazards and 1 outstanding. We do encourage everyone to report hazards, as hazards prevents incident. 	
6	AGED CARE PORTFOLIO UPDATE	BM
6.1	ACC Plan on a Page	
6.2	Centre/Region Priorities	
6.3	Policy/Procedure Updates <ul style="list-style-type: none"> We do update policy and procedure all the time. Recently new policy and procedure were introduced regarding Dignity of Risk and Mental Health Capacity- Some time resident refuse treatment and family have to complete the dignity and risk assessment form. Work Health and Safety - Smoking Procedure Work Health and Safety - Personal Protective Equipment 	

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	(PPE) Procedure <ul style="list-style-type: none"> • Work Health and Safety - Hazardous Manual Tasks Procedure • Work Health and Safety - Alcohol and Substance Abuse Procedure 	
6.4	Self-Assessment/CI plan <ul style="list-style-type: none"> • Regular commission and agency review against the improvement. 	
6.5	ACQASC Activity-Agency which monitor us.	
6.6	EGM Update <ul style="list-style-type: none"> • No update. 	
7	CARE UPDATE	CM
7.1	Nurse Call Statistic Report <ul style="list-style-type: none"> • Statistics vary depending on who is RN. • Call bells are monitor every day and complete report every 3rd day and emailing staff action to be completed for call bell longer than 10 min for explanation why. • Folders are on site for the agency to review. 	
7.2	Journey of Care <ul style="list-style-type: none"> • When we realise the resident is deteriorating, we move to another area, so we re-access it and in order to complete, we need approval for NOK, but if we don't get consent we cannot move. 	
7.3	Clinical and NQIP Trends/Areas of Concern/ Outcome <ul style="list-style-type: none"> • Care Plans for residents and the information to share Care Plans with residents and NOK's and will request for feedback. • Crushing machine procedures. • Podiatry services are not required for residents who are on Palliative Care. • Diabetes Management Plans and updates. • Check the expiry date of s8 Liquids before administering. • Communication between local management and residents to encourage before contacting EST-Person Centred Care. • Continence Management. • Appropriate Communication with consumers, and others. • Hearing Loss/Aids: Protecht # L&D to confirm attendance list, and anything else completed regarding staff not following hearing aids care (? Proof of message to staff from Platinum to send to EST team by Archana) • NS= Toileting, Pad check, PAC, equipment cleaning. Wounds, PI,= Staff members to ensure that call bell is in their reach, water is not thrown out by HS, etc. 	
7.4	MOA Results <ul style="list-style-type: none"> • Monitored and actioned monthly. • Different Audits. 	

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7.5	Safety Net Report <ul style="list-style-type: none"> 8 since last meeting; 2 open 	
7.6	Outbreak Management <ul style="list-style-type: none"> Nil active Covid case at ACC 	
7.7	Workforce Management Update <ul style="list-style-type: none"> Agency on site due to unplanned leave. 	
7.8	Care and Assessment Planning <ul style="list-style-type: none"> New resident we have agency care plan established on day 1, making sure all the details are up to date by day 21. 	
8	HOSPITALITY UPDATE	HSM
8.1	Environmental Audit Trends/Areas of Concern/ Outcome <ul style="list-style-type: none"> FM washing balconies with bird dropping weekly Monthly Environmental Audit Six monthly chemical audit Monthly kitchen audit by HSM and six monthly by internal auditor 	
8.2	Menu Feedback <ul style="list-style-type: none"> New Winter menu commenced as of 8th March, love to hear feedback Sometimes potato gems might replace with chips or something else due to product shortage. Will discuss likes or dislikes relating food in Food Focus Meeting every month. BBQ on Friday 17th. 	
8.3	Cleaning Audit Trends/Areas of Concern/ Outcome <ul style="list-style-type: none"> Continues monthly audit with Bayton Any cleaning issue or concerns, always welcome to see us or you can write in Bayton communication book at reception. Already in process to change the carpet to Vinyl in DSU lounge, I will follow up the status with FM again. Received few concerns about clothes missing, we are closely reviewing the issue as high priority. 	
8.4	MOA Results	
9	LIFESTYLE UPDATE	LSM
9.1	Lifestyle Update <ul style="list-style-type: none"> Hair dresser Survey activities Upcoming of concert and outing Harmony Day event Saint Patrick Day: BBQ lunch in courtyard Sheep Dog trials 	
9.2	Program Evaluation	
9.3	Theme Days	
9.4	Survey Feedback	
9.5	MOA results	

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10	FEEDBACK AND COMPLAINTS	All
10.1	Feedback Register Status for Quarter <ul style="list-style-type: none"> • Feedback, Complaints and Compliments Procedure • Suggestion for having different colour badges for different designation. 	
10.2	Trends for the Quarter	
10.3	Open Feedback Session <ul style="list-style-type: none"> • Rat test kits are left on table which is unhygienic. • Requesting for system to contact/enquiry especially after hours and weekends. • Requesting for extra sitting chairs in Wattle. 	
11	NEW BUSINESS	All
	<ul style="list-style-type: none"> • Pressure Injury Training. 	
12	CLOSE OF MEETING	