



# Minutes

## IRT Aged Care Centres Quarterly Resident/Relative Meeting

14th February 2023

Ribbonwood Cafe

10:30am – 11:30am

No.	Topic/Content	Tabled By
1	<b>PRESENT</b>	Operations Manager, Care Manager, Care Coordinator (FT), Care Coordinator (RW/BBA), Lifestyle Manager, Lifestyle Team Leader. 18 residents and 11 Relatives. Minutes by Administrator.
2	<b>APOLOGIES</b>	Hospitality Manager
3	<b>PREVIOUS MINUTES</b>	<p>Relative meeting 13 December 2023:</p> <ul style="list-style-type: none"><li>Men's shed motorbike display – refer to 9.2</li></ul> <p>Items carried forward from 11 October 2023:</p> <ul style="list-style-type: none"><li>Statistics for shifts pre and post Covid.</li><li>Procedure for residents signing out – a new Register of Resident Absences is now located at each nurses' station and at the main reception, ground floor Ribbonwood building – closed.</li><li>Moulding of puree food – in process.</li></ul>
4	<b>BUSINESS ARISING</b>	
5	<b>SAFETY</b>	<p>Operations Manager presented</p> <p>IRT has increased focus on safety: identifying, reporting and managing hazards before they result in an incident.</p> <ul style="list-style-type: none"><li>Appointment of Regional Safety Officer for the Illawarra.</li></ul> <p>Care Manager presented fire incident on Flametree (FT) building.</p> <ul style="list-style-type: none"><li>Two weeks ago, there was a small fire on the outdoor air-conditioner panel on the roof of FT building.</li><li>IRT's two on-site maintenance staff put fire out.</li><li>Residents from FT2 were evacuated across the link bridge to Ribbonwood (RW2) building. Residents on FT1 Mulberry wing were moved across to FT1 River Rose.</li></ul>

		<ul style="list-style-type: none"> <li>• Evacuation took less than 10 minutes to complete – an amazing effort with great teamwork from kitchen and lifestyle staff, and Baytons cleaners.</li> <li>• There was no panic: some residents were singing while going across bridge; Lifestyle Team entertained residents in the RW dining room; it was also lunchtime, so some residents were hungry.</li> <li>• After 15 minutes, residents were able to return to FT2.</li> <li>• Operations Manager clarified the article in the Mercury, it was IRT Maintenance Team who put out the fire, not the 'fireries'.</li> <li>• While awaiting repair of system, floors are using portable air-conditioners. <ul style="list-style-type: none"> <li>• Relatives noted these are terrible.</li> <li>• Care Manager agreed units are very noisy, however they are necessary in hot weather.</li> <li>• Staff to be reminded to turn off portable air-conditioners during meals.</li> </ul> </li> </ul>
6	<b>AGED CARE PORTFOLIO UPDATE</b>	
6.1	ACC Plan on a Page	Refer to 6.2 <b>Action by:</b> <b>Required by:</b> <b>Resolution:</b>
6.2	Centre/Region Priorities	Operations Manager presented current priorities for Woonona and the region: <ul style="list-style-type: none"> <li>• Review of Journey of Care (JoC) moves.</li> <li>• Master Roster review: <ul style="list-style-type: none"> <li>• Part of Master Roster review will be looking at the New Star Ratings system and mandated clinical &amp; care hours.</li> <li>• Quarterly Financial Report (in progress) to be submitted to government. Government will then report back advising IRT's target hours for staffing.</li> <li>• IRT's focus is to increase clinical hours for Registered Nurse (RN) hours and to offer an Enrolled Nurse (EN) cadetship, suitable for staff who do not wish to be an RN. This will increase knowledge and skills on the floors.</li> </ul> </li> <li>• Increased focus on safety – refer to 5.</li> <li>• Closure of Aged Care Centre at Diment Towers: <ul style="list-style-type: none"> <li>• Residents have transferred to other centres. Currently, only one resident remains on site.</li> <li>• Staff to be redeployed to other sites from 21 February 2023.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Management Structure changes: <ul style="list-style-type: none"> <li>• Care Manager of Tarrawanna appointed to a regional role that focuses on the admission process - to help make coming into care smoother.</li> <li>• Care Manager from Diment Towers has moved to Tarrawanna.</li> </ul> </li> <li>• Occupancy – always a priority.</li> <li>• Recruitment and retention of staff – ongoing. <ul style="list-style-type: none"> <li>• Local managers now assisting the Aged Care Centre Leadership Team (ACCLT) with interview panels.</li> </ul> </li> <li>• Project Welcome – still awaiting news from Immigration regarding Visas. <ul style="list-style-type: none"> <li>• Theory training is complete, practical training to be done in Australia.</li> <li>• IRT Group Chief Executive Officer recently met with Federal Government on 13 February 2023.</li> <li>• Timeframe is now March 2023.</li> <li>• Some Blueberry Ash apartments and a section of Diment Towers will be used to accommodate overseas staff until they find suitable accommodation (in a difficult market).</li> </ul> </li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
6.3	Policy/Procedure related to Resident	<p>Operations Manager presented policies and procedures relevant to residents:</p> <ul style="list-style-type: none"> <li>• 2.30.03 - Work Health and Safety - Smoking Procedure <ul style="list-style-type: none"> <li>• Smoking must be in designated areas distant from buildings.</li> </ul> </li> <li>• St Johns Ambulance Australia - First Aid Fact Sheet - Choking Adult</li> <li>• 1.14.027 Summary Care Plan Posters</li> <li>• 1.17.040 - Hypoglycaemia Flow Chart</li> <li>• 1.17.039 - Hyperglycaemia Flow Chart</li> <li>• NSW Health - Antiviral Pre-Assessment Form</li> <li>• 1.57.025 - Stop and Watch Visitor Form <ul style="list-style-type: none"> <li>• If NOK notices a change, jot it down on form and flag with staff.</li> </ul> </li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
6.4	Self-Assessment/CI plan	<p>Operations Manager presented the Continuous Improvement Plan. CI Plan covers all of the Aged Care Standards. Current key items include:</p>

		<ul style="list-style-type: none"> <li>Volunteers – The Lifestyle Team are working at bringing volunteers back to site (since volunteering dropping off over Covid). Team are working hard to get activities back.</li> <li>Dignity and Privacy – making shared bathrooms in Ribbonwood more private: <ul style="list-style-type: none"> <li>Extra curtains installed to increase privacy.</li> <li>Considering doors, however there are road blocks in terms of doors.</li> </ul> </li> <li>Advanced Care Directives/Statement of Choices – ensuring residents are, at the least, offered an ACD/SoC. It is always the residents' choice whether to complete. It is an opportunity for residents to 'let us know' their wishes while they are able to. Family can also complete form on resident's behalf.</li> <li>Pre-admission / admission process – focusing on streamlining the process and making sure goals, needs and preferences are captured in Care Plans.</li> <li>Care Evaluation process - looking at the management of infections and medical emergencies: <ul style="list-style-type: none"> <li>Upskilling staff and RNs to increase clinical assessment skills, including upcoming RN Professional Development Days.</li> </ul> </li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
6.5	ACQASC Activity	<p>Operations Manager presented update on the Aged Care Quality Commission (ACQC).</p> <ul style="list-style-type: none"> <li>Woonona had a full accreditation visit end of 2022 and is now re-accredited until 2025.</li> <li>Unmets were for privacy and dignity (shared bathrooms), cleaning and cobwebs. Unmets are now in CI Plan, which has been given to ACQC.</li> <li>ACQC will monitor and revisit Woonona at some point.</li> <li>IRT hopes to make more improvements and relies on feedback from residents and relatives.</li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
6.6	EGM Update	<p>Operations Manager presented update from the Executive General Manager, Aged Care Centres.</p> <p>Star Ratings</p> <ul style="list-style-type: none"> <li>Woonona scored a three star rating, which is average.</li> </ul>

		<ul style="list-style-type: none"> <li>Rating is based on different aspects including: staffing levels; feedback via resident surveys carried out by the ACQC (will be due again in the next quarter); and compliance.</li> <li>Information on star ratings is accessible to the public - <a href="http://www.agedcarequality.gov.au/providers/star-ratings-residential-services">www.agedcarequality.gov.au/providers/star-ratings-residential-services</a>.</li> </ul> <p>Food and Dining Fact Sheet</p> <ul style="list-style-type: none"> <li>Released by the ACQC and will be distributed to residents.</li> <li>Brochure is available on website <a href="http://www.agedcarequality.gov.au/sites/default/files/media/c-enjoying_dining_fact_sheet_0.pdf">www.agedcarequality.gov.au/sites/default/files/media/c-enjoying_dining_fact_sheet_0.pdf</a></li> </ul> <p>Feedback process and escalations</p> <ul style="list-style-type: none"> <li>Feedback can be provided through meetings, speaking with staff, case conferences and feedback forms.</li> <li>If not satisfied with how IRT has addressed a concern, can be escalated to an external body, such as the ACQC.</li> </ul> <p>New Code of Conduct for staff</p> <ul style="list-style-type: none"> <li>Code applies to all staff across the aged care industry and is now incorporated into IRT Policies and Procedures.</li> </ul> <p>Dance Health Alliance – refer to Lifestyle 9.1</p> <p>Snack Fridges for residents</p> <ul style="list-style-type: none"> <li>Audit and process to be put in place to ensure maintenance and upkeep. Also refer to 8.2.</li> </ul> <p>Physio feedback</p> <ul style="list-style-type: none"> <li>Residents and relatives are asked to provide feedback on the new physiotherapy service.</li> </ul> <p><b>Action by:</b> EGM  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
7	<b>LEARNING &amp; DEVELOPMENT</b>	
7.1	Nurse Call Statistic Report	<p>Care Manager presented.</p> <p>December</p> <ul style="list-style-type: none"> <li>1965 nurse calls.</li> <li>3mins:14secs average response time.</li> </ul>

		<ul style="list-style-type: none"> <li>71 response time over 10 minutes. <ul style="list-style-type: none"> <li>These are investigated and usually found that delays are caused when staff can't leave another resident for safety reasons or staff forget off turn off buzzer.</li> </ul> </li> </ul> <p>January</p> <ul style="list-style-type: none"> <li>1582 nurse calls.</li> <li>5mins:0secs average response time.</li> <li>20 response time over 10 minutes.</li> </ul> <p>Relative asked if January's average response time related to having agency staff. Care Manager responded:</p> <ul style="list-style-type: none"> <li>There has been an increase in residents who require two person assist, hence why JoC moves are in discussion.</li> <li>There is no increase in agency staff on site, however agency staff can be a factor.</li> <li>Care Coordinator noted during outbreaks, donning and doffing PPE can also increase response times.</li> <li>Operations Manager advised there was an increase staff leave during January, compared to downward trend in December. From now, average response times can be expected to reduce.</li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
7.2	Journey of Care	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>There are seven residents identified as having care needs change.</li> <li>Discussions are in place with residents and families regarding moving to a more suitable area, within the facility, where resident can received increased care.</li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
7.3	Clinical and NQIP Trends/Areas of Concern/ Outcome	<p>Care Manager presented</p> <p>Behaviours</p> <ul style="list-style-type: none"> <li>Physical and verbal aggression were stable through December and decreased in January.</li> </ul> <p>Falls</p> <ul style="list-style-type: none"> <li>Stable over December and decreased in January, however, injuries sustained from a fall increased a little, mainly skin tears and bruising.</li> </ul>

		<ul style="list-style-type: none"> <li>Four residents required transfer hospital. (as per IRT policy for residents on blood thinning medications to ensure resident is not bleeding internally).</li> </ul> <p>General incidents</p> <ul style="list-style-type: none"> <li>Stable in December but increased over January, mainly bruising and excoriation. Hot weather leads to more skin trauma, dehydration and deterioration.</li> </ul> <p>Infections</p> <ul style="list-style-type: none"> <li>Decreased in December and increase over January, especially urinary tract infections (UTI's), mainly caused by dehydration. During hot weather, staff give residents extra fluids, moisturise skin and monitor diets.</li> </ul> <p>Medication</p> <ul style="list-style-type: none"> <li>Increase in incidents in December and January due to staff.</li> <li>Staff have been reminded to slow down and may undergo re-education: <ul style="list-style-type: none"> <li>The process is for staff responsible to have a 'one-on-one' to find out reasoning for the incident and to ensure staff identify error.</li> <li>If there is another incident, staff then repeat full medication training by Nurse Educator.</li> </ul> </li> </ul> <p>Pressure Areas</p> <ul style="list-style-type: none"> <li>Decrease in December. Dis-stable during January, mainly due to residents in decline who are on palliative pathway.</li> <li>Management Team have been conducting Toolbox Talks (information sessions) for staff. Discussion points include repositioning, providing extra fluids and moisturising.</li> </ul> <p>Wounds</p> <ul style="list-style-type: none"> <li>Stable over December and January.</li> </ul> <p>Weight Loss</p> <ul style="list-style-type: none"> <li>Six residents identified as having lost weight in December. This decreased to five residents in January.</li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
7.4	MOA Results	<p>Nil discussed</p> <p><b>Action by:</b>  <b>Required by:</b></p>

		<b>Resolution:</b>
7.5	Safety Net Report	<p>Nil discussed</p> <p><b>Action by:</b></p> <p><b>Required by:</b></p> <p><b>Resolution:</b></p>
7.6	Outbreak Management	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>• No new outbreaks this year (up to 14<sup>th</sup> February 2023).</li> <li>• Only the Covid outbreak that carried over from December 2022.</li> </ul> <p><b>Action by:</b> Management Team</p> <p><b>Required by:</b> ongoing</p> <p><b>Resolution:</b></p>
7.7	Workforce Management Update	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>• IRT's focus is on staffing levels and retaining staff.</li> <li>• Exit interviews are offered to staff who have resigned to identify what IRT can do better.</li> <li>• Three new staff currently in pre-check stage.</li> <li>• One interview last week and another is scheduled for this week.</li> <li>• Unfilled shifts has decreased to 4.2%. Six months ago this figure was 10%.</li> <li>• Staff have been asked if they wish to increase their hours.</li> <li>• Master Roster review will consider where resident care needs are, the care hours required and the staff mix to ensure the right staff are in the right area.</li> </ul> <p><b>Action by:</b> Management Team</p> <p><b>Required by:</b> ongoing</p> <p><b>Resolution:</b></p>
7.8	Care and Assessment Planning	<p>Nil Discussed</p> <p><b>Action by:</b></p> <p><b>Required by:</b></p> <p><b>Resolution:</b></p>
8	<b>HOSPITALITY UPDATE</b>	
8.1	Environmental Audit Trends/Areas of Concern/ Outcome	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>• A new General Manager for IRT Catering has been appointed. GM is currently reviewing processes in place and working on making improvements.</li> </ul> <p><b>Action by:</b> NA</p> <p><b>Required by:</b></p> <p><b>Resolution:</b></p>



8.2	Menu Feedback	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>• New menu has been released - Hospitality Manager will be holding a Food Focus meeting with residents in the next week.</li> <li>• A new process is being developed for snack fridges - Hospitality Manager will be seeking feedback from residents asking what items they would like, including diabetic friendly options.</li> </ul> <p>Care Manager advised concerns related to food, cleaning and laundry will be passed onto Hospitality Manager, who will respond directly with each resident.</p> <p>Concerns raised by residents include:</p> <p>Repetitive ingredients in meals throughout the day:</p> <ul style="list-style-type: none"> <li>• Mushrooms with scrabble egg for breakfast; mushrooms with a little bit of vegetable for dinner; then mushroom soup for tea.</li> <li>• Rice in a stew for dinner, followed by rice pudding, then Risotto for tea.</li> <li>• Resident has requested alternatives using 'the book', however believes no-one is reading the book.</li> <li>• Breakfast served in rooms is different from what is served in dining room. When resident wants to eat in room and asks for the other breakfast, staff say resident must go to the dining room.</li> <li>• There are limited choices for residents who have issues swallowing.</li> </ul> <p>Management clarified location and purpose of the Book:</p> <ul style="list-style-type: none"> <li>• Located on shelf, between the kitchen and dining room on each floor (except for Dementia Secure Units (DSU). Likes and dislikes of DSU residents are in Care Plans. Families can go direct to care staff to advise and update preferences).</li> <li>• Kitchen staff are to read the book so they are aware of special requests from residents.</li> <li>• The Hospitality Team Leader and Manager check the book for feedback that needs to be actioned by Management on site or sent to Central Kitchen.</li> </ul> <p>There is never enough of fruit</p> <ul style="list-style-type: none"> <li>• Some residents depend on family to bring in fruit; one resident orders online from Coles.</li> <li>• When there is fruit, variety is lacking.</li> <li>• A closer look is needed, there is a problem.</li> </ul>
-----	---------------	--

		<p>Management Team reassured residents and relatives:</p> <ul style="list-style-type: none"> <li>• Fruit bowls are filled with seasonal fruit daily and staff refill bowls when levels are low.</li> <li>• Residents need only take to their room the fruit they will eat in one day, however there are residents who 'stock pile' fruit in their room.</li> <li>• It's okay to keep fruit that needs to ripen, however large amounts of fruit are often found rotting in rooms. This is not only a waste but also creates issues with fruit flies and bugs.</li> <li>• IRT will work with residents who are taking more than a daily amount of fruit.</li> <li>• There are a number of aspects IRT can investigate further. <ul style="list-style-type: none"> <li>• The amount of fruit ordered.</li> <li>• Are staff permitted to check walkers for excess amounts of fruit?</li> <li>• Is there a supply shortage? Currently there is a national shortage of yoghurt and potatoes.</li> <li>• Would residents like to trial a walk-around fruit trolley or have fruit included in the tea and super trolleys?</li> </ul> </li> </ul> <p>Sour Cream</p> <ul style="list-style-type: none"> <li>• Could sour cream please be served with spicy and acidic meals such as curries and tomato soup?</li> <li>• This has been raised directly with Hospitality Manager in the past (Diment Towers).</li> <li>• Resident noted as people age, swallowing and reflux deteriorates, they end up coughing and choking - sour cream helps smooth swallowing.</li> </ul> <p>Supply of milk</p> <ul style="list-style-type: none"> <li>• Resident relies on family to bring in milk.</li> <li>• There is no UHT skim milk.</li> <li>• Resident feels they need to 'beg for' milk.</li> </ul> <p>Management Team advised:</p> <ul style="list-style-type: none"> <li>• A litre of milk can be supplied to room and this will be followed up to ensure residents who want milk receive it.</li> <li>• Small milks are also provided with each meal.</li> </ul> <p>Compliment raised for a hospitality staff member who goes to the limit for residents by making little deserts and is always trying.</p> <p><b>Action by:</b> Hospitality Manager  <b>Required by:</b> ongoing</p>
--	--	--

		<b>Resolutions:</b>
8.3	Cleaning Audit Trends/Areas of Concern/ Outcome	<p>Care Manager presented</p> <ul style="list-style-type: none"> <li>• Baytons is advertising for a new Site Manager. In the meantime, another Baytons manager will continue 'spot checks'.</li> <li>• Site cleaning audit is due next week.</li> <li>• Laundry is now well staffed.</li> </ul> <p><b>Action by:</b> Hospitality Manager <b>Required by:</b> ongoing <b>Resolution:</b></p>
8.4	MOA Results	<p>Nil Discussed</p> <p><b>Action by:</b> <b>Required by:</b> <b>Resolution:</b></p>
9	<b>LIFESTYLE UPDATE</b>	
9.1	Lifestyle Update	<p>Lifestyle Manager presented</p> <ul style="list-style-type: none"> <li>• Welcome to Diment Towers residents to their first Resident/Relative meeting at Woonona.</li> <li>• Dance Alliance: <ul style="list-style-type: none"> <li>• Four staff are newly accredited, now all Lifestyle Team are accredited to run the course.</li> <li>• Sessions are run in RW Café and on the floors, at least once per week.</li> </ul> </li> </ul> <p><b>Action by:</b> NA <b>Required by:</b> <b>Resolution:</b></p>
9.2	Program Evaluation	<p>Lifestyle Manager presented upcoming events in March:</p> <ul style="list-style-type: none"> <li>• Illawarra Seniors Band.</li> <li>• Men's shed motorbike display <ul style="list-style-type: none"> <li>• There will be two displays 21<sup>st</sup> March and April.</li> <li>• A flyer was given out to residents.</li> <li>• Men will be encouraged to attend and escorted to activity.</li> </ul> </li> <li>• Fire Truck visit.</li> <li>• Matilda's Farmyard on 2<sup>nd</sup> March 2023.</li> </ul> <p>Resident raised issue with toileting during bus trips. Lifestyle Manager confirmed feedback was received and outlined the response:</p> <ul style="list-style-type: none"> <li>• Bus driver will stop if safe to do so. There must be room for bus to go off the road and facilities available for resident to use.</li> </ul>

		<ul style="list-style-type: none"> <li>• In the case of the incident feedback relates to, there were no nearby facilities. Staff spoke with resident, who alerted staff he was able to wait.</li> <li>• The issue does raise often and there is a set procedure to follow to ensure the safety of everyone on the bus.</li> <li>• There is always a 'bus bag' so staff can assist, should there be an accident.</li> </ul> <p>Resident noted IRT should make sure that the residents do understand the toileting rules for bus trips.</p> <p>Lifestyle Manager invited residents and relatives to ask questions</p> <p>Are residents individually asked to join in with activities?</p> <ul style="list-style-type: none"> <li>• Lifestyle Team's role is to knock (on doors) daily and encourage residents to participate in activities.</li> <li>• Residents can choose not to attend. Should they chose not to attend, what resident did instead is recorded in daily notes.</li> <li>• DSU residents are taken to the area and shown the activity so they can then choose to join.</li> <li>• Information on resident's likes and interests is gathered on admission so Lifestyle Team know what activities residents would like to engage in.</li> </ul> <p>How frequent are the bus trips?</p> <ul style="list-style-type: none"> <li>• Five areas of the site each have a weekly bus trip.</li> </ul> <p>Why was Housy/Bingo cut on a Monday?</p> <ul style="list-style-type: none"> <li>• Housy/Bingo (and Hoi on a Sunday) have not been taken off program. Lifestyle Manager will go through the program with resident after meeting.</li> <li>• Resident would like more variety of games, including hangman. Lifestyle Manager will look into building a group, similar to that which use to be at Diment Towers, where residents can get together on a regular basis to play games.</li> </ul> <p>Compliment from resident thanking care and lifestyle staff for the Christmas party, held after hours with an outdoor cinema. Staff did a great job.</p> <p>What is IRT Policy on bringing a pet on site?</p> <ul style="list-style-type: none"> <li>• The policy on pets is more so for people living at an IRT facility.</li> </ul>
--	--	---

		<ul style="list-style-type: none"> <li>• Lifestyle Manager encourages all visitors to bring pets in for visits: <ul style="list-style-type: none"> <li>• There is nothing better than pet therapy.</li> <li>• Delta Dogs no longer visit.</li> <li>• Lifestyle staff have brought pet dogs in, even a horse was brought in at another site.</li> <li>• Pets need to be vaccinated.</li> <li>• Pets may go inside to resident rooms and may also use common areas but please expect other residents to want to pat.</li> <li>• A llama and a horse were taken to a resident during a Matilda's farm visit.</li> </ul> </li> </ul> <p><b>Action by:</b> Lifestyle Manager and Lifestyle Team  <b>Required by:</b> ongoing  <b>Resolution:</b></p>
9.3	Theme Days	<p>Lifestyle Manager presented</p> <ul style="list-style-type: none"> <li>• Australia Day - was amazing!</li> <li>• 'Happy Valentine's Day' to all present.</li> </ul> <p>Upcoming:</p> <ul style="list-style-type: none"> <li>• St Patrick's Day</li> <li>• Shrove Tuesday</li> <li>• Easter</li> <li>• Anzac Day</li> <li>• Mother's Day</li> </ul> <p><b>Action by:</b>  <b>Required by:</b>  <b>Resolution:</b></p>
9.4	Survey Feedback	<p>Lifestyle Manager presented</p> <ul style="list-style-type: none"> <li>• Resident Survey is complete and now being evaluated. Suggestions will be incorporated into March Activities Calendar.</li> </ul> <p><b>Action by:</b> NA  <b>Required by:</b>  <b>Resolution:</b></p>
9.5	MOA results	<p>Nil discussed</p> <p><b>Action by:</b>  <b>Required by:</b>  <b>Resolution:</b></p>
10	<b>FEEDBACK AND COMPLAINTS</b>	
10.1	Feedback Register Status for Quarter	Care Manager presented

		<ul style="list-style-type: none"> <li>• Decrease in complaints – complaints are mostly related to cleaning and food.</li> <li>• Increase in compliments, in particular for care during palliation.</li> </ul> <p><b>Action by:</b> NA  <b>Required by:</b>  <b>Resolution:</b></p>
10.2	Trends for the Quarter	<p>Refer to 10.1</p> <p><b>Action by:</b>  <b>Required by:</b>  <b>Resolution:</b></p>
10.3	Open Feedback Session	<p>Care Manager invited residents and relatives to ask questions and raise concerns.</p> <p>Star Ratings – What rating does IRT aim for? If 4 or 5, what would IRT do to improve current 3 star rating?</p> <ul style="list-style-type: none"> <li>• Operations Manager advised IRT is not aiming for 5 star rating and outlined further aspects that affect ratings: <ul style="list-style-type: none"> <li>• IRT's vision is not to cater for the 'Ritz' level but rather work with the homeless, disadvantaged and those who may be not as 'well off' as others. This in itself lowers star rating.</li> <li>• Type of building - a new, state of the art building will score high. A number of IRT's assets are aging so could not score high.</li> <li>• The key aspect IRT does want to improve on is the workforce, in particular clinical coverage.</li> </ul> </li> </ul> <p>Suitability of the Ribbonwood Café to hold Relative/Resident meetings:</p> <ul style="list-style-type: none"> <li>• During meetings, it is difficult to hear what people are saying.</li> <li>• The pillars are a hindrance.</li> <li>• Too much noise comes from passage way behind café.</li> <li>• Need a microphone or a better room.</li> </ul> <p>Management Team response:</p> <ul style="list-style-type: none"> <li>• RW Café is not ideal however it is the largest room on site.</li> <li>• BBA Community room is not suitable due to difficulty bringing residents across.</li> <li>• Passage way behind Café can be closed off to limit noise disruption.</li> <li>• A microphone will be used at future meetings so all attendees can hear.</li> </ul>

		<p>Can the lush tree starting to grow outside resident's window be removed? The tree blocks what little light comes from north/east and will soon be touching window.</p> <ul style="list-style-type: none"> <li>• Lifestyle Team Leader to submit a work order, ensuring maintenance officer speaks with resident prior to beginning work.</li> </ul> <p>Operations Manager asked for feedback on the combining of residents and relatives meetings back into the one meeting again; explaining that last year, as part of better communications, the quarterly meeting was split into a relatives' meeting, then separate meetings for residents, held each month.</p> <ul style="list-style-type: none"> <li>• Relative likes to hear what the residents have to say and appreciates listening to residents' opinions, thoughts and perspectives.</li> </ul> <p>Is there a Liaison Officer on site? Resident's family live far away so unable to do things for resident. Some Residents have no family at all.</p> <ul style="list-style-type: none"> <li>• The previous Welfare Officer (now retired) was under ACFI. This was not a 'social worker' type role, however the Welfare Officer did chose to help residents where possible, outside of the role.</li> <li>• Operations Manager would like there to be a social worker position, however IRT has no such position at this stage.</li> <li>• Assisting residents with non-care matters (example, Taxi vouchers) falls under the responsibility of the Team Leaders.</li> </ul> <p><b>Action by:</b> Management Team  <b>Required by:</b> 9<sup>th</sup> May 2023  <b>Resolution:</b></p>
11	<b>NEW BUSINESS</b>	
12	<b>CLOSE OF MEETING</b>	<p>With there being no further business, members were thanked for their attendance and the meeting was closed at 11:51am. Next meeting 9<sup>th</sup> May 2023 at Ribbonwood Café at 10:30am.</p>