

NEWSLETTER

May 2024



St Anna's News

Happy Mother's Day to all our wonderful "Mums" within the St Anna's community, I personally feel lucky enough to have had an inspirational mentor in my own Mum and I am sure most of us have had an important woman in our lives that has been our Mum or like a mum for us. This Month we celebrate all the Mums out there and the important role you play in all of our lives. There are many staff and residents within our own community who have a mum that does not live close or have lost their own mums – we are thinking of you also on this special day.



Just a reminder our Home Care Team provide exceptional, qualified support to people living in the community – the team provide flexible and personalized services to those living in the metropolitan area – if you need assistance or know anyone interested in care and services at home please call the St Anna's Home Care Team on 7078 6382 or email homecare@cubs.org.au

We are continually striving to improve at St Annas and we would love to hear your ideas on how we can improve, your feedback and compliments - please get in touch by person or email me Amandab@cubs.org.au

Have a great Month of May!

Amanda Birkin CEO

29th To 5th April 2024 - Lifestyle Calendar



Monday	Tuesday	Wednesday
<p>29</p> <p>Magical Moments - Active Games 10:30 To 11 PK Room</p> <p>Consumer Meeting 01:30 To 02:30 PK Room</p> <p>Movie Afternoon 02:30 To 03:30 PK Room</p>	<p>30</p> <p>Hairdresser 09 To 12 PK Room</p> <p>Bingo 02:30 To 03:30 PK Room</p>	<p>01</p> <p>Gardening 10 To 10:30 PK Room</p> <p>Cultural dance Video 10 To 10:30 Iris</p> <p>Travel The World 02:30 To 02:30 PK Room</p>
Thursday	Friday	Saturday
<p>02</p> <p>Magical Moments - Beauty Hour 10:30 To 11:30 Iris Lounge</p> <p>Shared Lunch 12 To 01 PK Room</p> <p>Mens Group 02:30 To 03:30 PK Room</p>	<p>03</p> <p>Croatian Mass 10:30 To 11 PK Room</p> <p>Prayer Group 11:30 To 12 Sunflower</p> <p>Special Events 01:30 To 03:30 Sunflower</p> <p>Bingo 02:30 To 03:30 Peter Kurko Room</p>	<p>04</p> <p>Bingo 02 To 03 Peter Kurko Room</p> <p>Blessing of the baskets 04 To 05 PK Room</p>
Sunday		
<p>05</p> <p>Songs Of Praise on ABC TV 11:30 To 11:30 Consumer Room</p>		



6th To 12th May 2024 - Lifestyle Calendar

Monday	Tuesday	Wednesday
<p>06</p> <p>Magical Moments - Active Games 10:30 To 11:30 Iris Lounge</p> <p>Music and Movement 11:30 To 12 Peter Kurko Room</p> <p>Cooking 02:30 To 03:30 PK Room</p>	<p>07</p> <p>Hairdresser 09 To PK Room</p> <p>Coles Online Shopping 09 To 09 Room visit</p> <p>Consumer Meeting 02:30 To 03:30 PK Room</p>	<p>08</p> <p>Walking Group 10 To 10:30 Peter Kurko Room</p> <p>Chi Ball 11 To 11:30 PK Room</p> <p>Flower Arranging 02:30 To 03:30 PK Room</p>
Thursday	Friday	Saturday
<p>09</p> <p>Music and Movement 10 To 10:30 Sunflower</p> <p>Shared Lunch 12 To 01 PK Room</p> <p>Special Events 02:30 To 03:30 PK Room</p>	<p>10</p> <p>Magical Moments- Balloon Tennis 10:30 To 11 Iris Lounge</p> <p>Prayer Group 11:30 To 12 Sunflower</p> <p>Radicool Reptile visit. 02:30 To 03:30 PK Room</p>	<p>11</p> <p>Bingo 02 To 03 Peter Kurko Room</p>
Sunday		
<p>12</p> <p>Songs Of Praise on ABC TV 11:30 To 11:30 Consumer Room</p>		

13th To 19th May 2024 - Lifestyle Calendar



Monday	Tuesday	Wednesday
<p>13</p> <p>Craft 10 To 11 PK Room</p> <p>Magical Moments - Active Games 10:30 To 11:30 Iris Lounge</p> <p>Scategories 02:30 To 03:30 PK Room</p>	<p>14</p> <p>Resident Drive 10:30 To 02 Meet in Foyer</p> <p>Movie Afternoon 02:30 To 03:30 PK Room</p>	<p>15</p> <p>Walking Group 10 To 10:30 Peter Kurko Room</p> <p>Cultural dance Video 11 To 11:30 Poppy</p> <p>Paint and Sip 02:30 To 02:30 PK Room</p>
Thursday	Friday	Saturday
<p>16</p> <p>Magical Moments - Beauty Hour 10:30 To 11:30 Iris Lounge</p> <p>Shared Lunch 12 To 01 PK Room</p> <p>Virtual Quiz 02:30 To 03:30 PK Room</p>	<p>17</p> <p>Magical Moments- Balloon Tennis 10:30 To 11 Iris Lounge</p> <p>Prayer Group 11:30 To 12 Sunflower</p> <p>Bingo 02:30 To 03:30 Peter Kurko Room</p>	<p>18</p> <p>Bingo 02 To 03 Peter Kurko Room</p>
Sunday		
<p>19</p> <p>Songs Of Praise on ABC TV 11:30 To 11:30 Consumer Room</p> <p>Roman Catholic Service 01:30 To PK Room</p>		



20th To 26th May 2024 - Lifestyle Calendar

Monday	Tuesday	Wednesday
<p>20</p> <p>Magical Moments - Active Games 10:30 To 11:30 Iris Lounge</p> <p>Ukrainian Catholic Service 11 To 12 PK Room</p> <p>Special Events 02:30 To 03:30 PK Room</p>	<p>21</p> <p>Hairdresser 09 To PK Room</p> <p>Coles Online Shopping 09 To 09 Room visit</p> <p>Special Events 01:30 To 02:30 PK Room</p>	<p>22</p> <p>Walking Group 10 To 10:30 Peter Kurko Room</p> <p>Chi Ball 11 To 11:30 PK Room</p> <p>Pamper Group 02:30 To 03:30 PK Room</p>
Thursday	Friday	Saturday
<p>23</p> <p>Music and Movement 10 To 10:30 Sunflower</p> <p>Shared Lunch 12 To 01 PK Room</p> <p>Movie Afternoon 02 To 03:30 PK Room</p>	<p>24</p> <p>Magical Moments- Balloon Tennis 10:30 To 11 Iris Lounge</p> <p>Prayer Group 11:30 To 12 Sunflower</p> <p>Bingo 02:30 To 03:30 Peter Kurko Room</p>	<p>25</p> <p>Bingo 02 To 03 Peter Kurko Room</p>
Sunday		
<p>26</p> <p>Songs Of Praise on ABC TV 11:30 To 11:30 Consumer Room</p>		



27th To 2nd May 2024 - Lifestyle Calendar

Monday	Tuesday	Wednesday
<p>27</p> <p>Craft 10 To 11 PK Room</p> <p>Music and Movement 11:30 To 12 Peter Kurko Room</p> <p>Resident Drive 01:30 To 02:30 Meet in Foyer</p> <p>Scategories 02:30 To 03:30 PK Room</p>	<p>28</p> <p>Hairdresser 09 To PK Room</p> <p>Chi Ball 10:30 To 11 PK Room</p> <p>Bingo 02:30 To 03:30 PK Room</p>	<p>29</p> <p>Walking Group 10 To 10:30 Peter Kurko Room</p> <p>Cultural dance Video 11 To 11:30 Iris</p> <p>Cooking 02:30 To 03:30 PK Room</p>
Thursday	Friday	Saturday
<p>30</p> <p>Magical Moments - Beauty Hour 10:30 To 11:30 Iris Lounge</p> <p>Shared Lunch 12 To 01 PK Room</p> <p>Croatian Independence day 02:30 To 03:30 PK Room</p>	<p>31</p> <p>Magical Moments- Balloon Tennis 10:30 To 11 Iris Lounge</p> <p>Prayer Group 11:30 To 12 Sunflower</p> <p>Bingo 02:30 To 03:30 Peter Kurko Room</p>	<p>01</p> <p>Bingo 02 To 03 Peter Kurko Room</p>
Sunday		
<p>02</p> <p>Songs Of Praise on ABC TV 11:30 To 11:30 Consumer Room</p>		



St Anna's would like to

**THANK
you!**

To all of our volunteers who give their
spare time to help and support our
residents.

**National Volunteers Week
20th - 26th May**



Gladys and Pearl's May Adventure

As May blossomed with the vibrant colours of autumn at St. Anna's Aged Care in Australia, Gladys and Pearl found themselves itching for a new escapade. This month, they decided on a thrilling jaunt through time that would put even the boldest of adventures to shame: a faux heist of the British Crown Jewels!

The idea came about one rainy evening while watching an old heist movie. Pearl, ever the imaginative one, playfully suggested, "Why don't we try stealing the Crown Jewels next?" Gladys, always ready for a challenge, took it upon herself to find the perfect "time" for their pretend caper.

Armed with a book on the history of the Crown Jewels, Gladys discovered a fascinating event: the only successful theft which occurred in 1671 by Colonel Blood. Inspired, they chose their target: May 9th, 1671.

That night, they approached the magical wardrobe in Gladys's room, each dressed in period-appropriate thief garb—complete with cloaks and faux daggers tucked in their belts. As they stepped through the wardrobe, the quiet of the care home was replaced by the bustling streets of 17th century London.

Gladys and Pearl arrived at the Tower of London under the cover of night, blending into the shadows. Using their knowledge of history (and a bit of cheeky imagination), they navigated the old corridors, whispering and giggling as they pretended to dodge guards and disarm ancient security systems—all purely make-believe, of course.

They found themselves in the Jewel House, standing awe-struck before the glittering array of regalia. Playing along, they "snatched" the jewels, stuffing their pockets with imaginary gemstones and making a dramatic 'escape' back through the corridors.

As dawn approached, and with their "loot" safely in hand, they returned through the wardrobe to the modern day, just as the first hints of sunrise began to lighten the sky of St. Anna's.

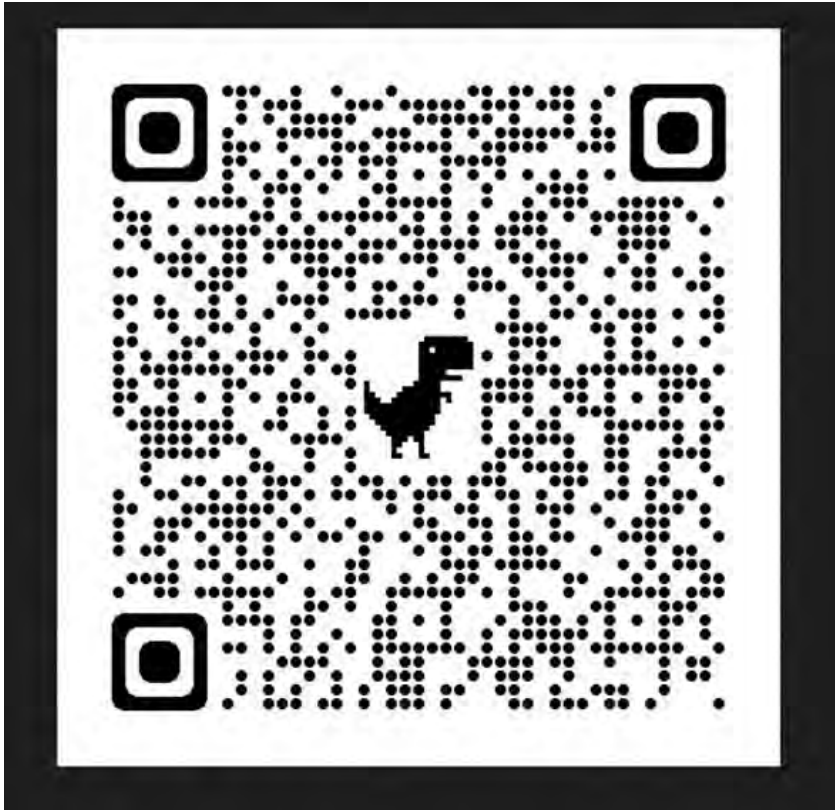
At breakfast, they regaled their fellow residents with their thrilling (and entirely fictional) heist story. The other residents roared with laughter at the audacity of the plan, while the staff raised eyebrows, amused by the creative antics of Gladys and Pearl. As they finished their tale, the dining hall echoed with applause and laughter, proving once again that age was no barrier to fun—or a good heist.

Their May adventure not only brought laughter and excitement to St. Anna's but also reminded everyone that a little bit of mischief and a lot of imagination could make any day an adventure.

.Author AI CHATGPT

We want your feedback!

Please scan the code and it will take you directly to our feedback form.



QUOTE OF THE MONTH



TRIVIA

The month May was named for Maia, the Greek goddess of fertility. In any given year, no month ever begins or ends on the same day of the week as May does. May was once considered a bad luck month to get married.

Zodiac Sign: Taurus: May 20. Gemini: May 21

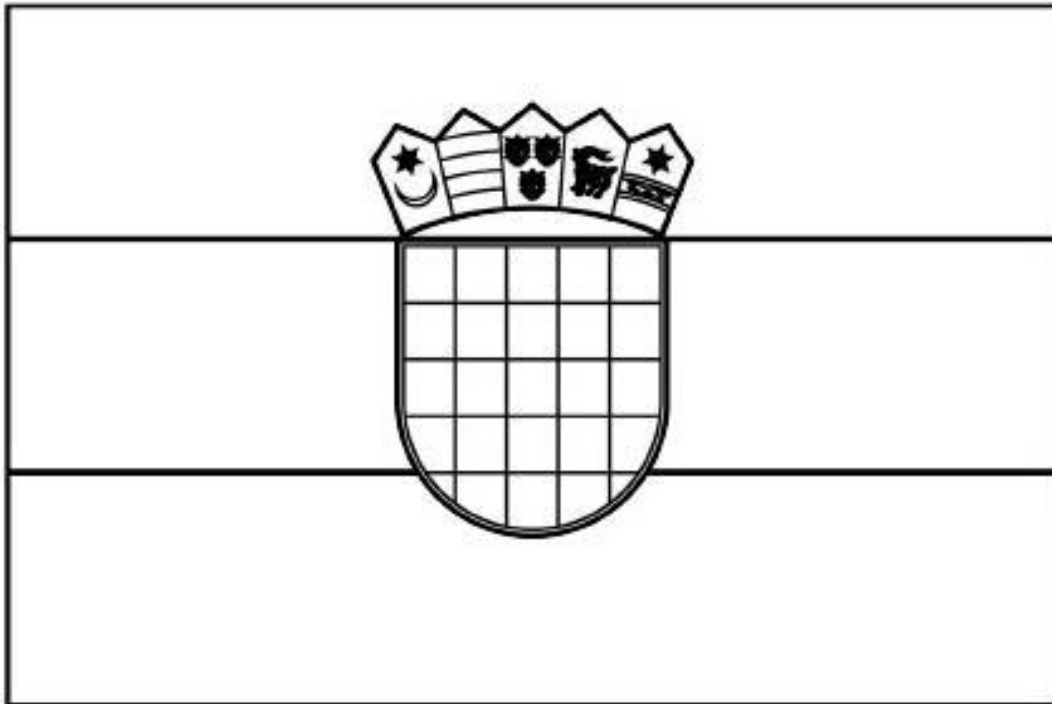
Birthstone: Emerald

Flower: Lily of the Valley

Croatian Independence Day!

May 30th

Colouring in activity

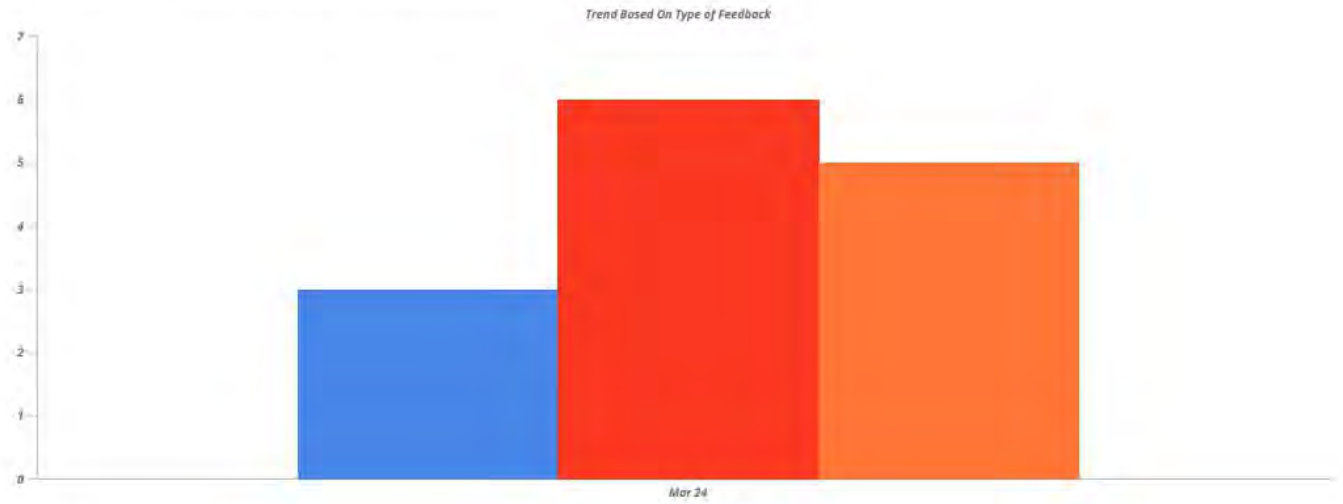


CROATIA

Month in Review

We have received the following Feedback in March

Registers & Forms Template: Feedback & Complaints (External Facing), Feedback & Complaints Form
 Created At: 01/03/2024 - 31/03/2024
 Approval Status: Approved
 Business Unit: Home Care, St Anna's Residential Care. Include Sub Business Units
 Type of Feedback: Comment, Compliment, Complaint, Improvement Opportunity



Type of Feedback	Mar 24
Comment	3
Compliment	8
Complaint	5
Total	14

Complaints

- 1x Food spicy
- 1x Food – stodgy
- 1x Staff not documenting properly (Home Care)
- 1 x Food
- 1x Toaster in Poppy not working
- 1x Mouse in room

Compliment

- 2x Care and Services
- 1x New Tablecloths are great
- 1x Cabbage Rolls very nice
- 1x Fabulous Tofu
- 1x Meal – Burgers and Fish

Comment

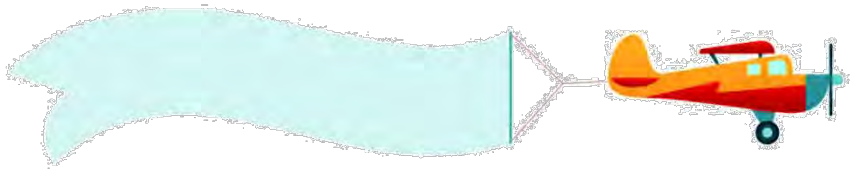
- 1x Not sure of what the meal was.
- 1x Ciabatta Rolls too hard.



FOR THE MONTH OF MAY!

**Dimitro Schabla
Ivo Bosatlija
Helen Burns**

Noticeboard



PET THERAPY

We have our fish aquarium that is located in Sunflower Lounge area. We try our best to have some furry friends visit regularly (dogs, rabbits, etc.) throughout the year, as well as visiting shows booked in on occasion. A reminder to friends and family that you are welcome to bring in your friendly pets when visiting here at St Anna's!



CONTINUOUS IMPROVEMENT

SECURITY UPGRADE

We have installed new security screens for resident windows, added extra CCTV cameras and replaced the fence on Wood Avenue.

CULTURAL EVENTS

Croatian club and
Ukrainian club lunches
monthly

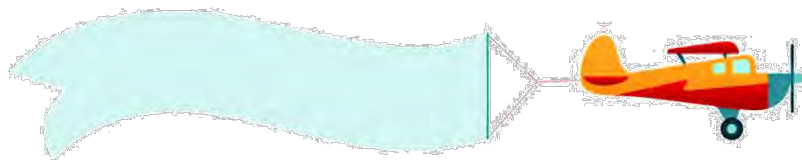
Please let staff know if you would like to attend.

VOLUNTEERING

Volunteers are often the glue that holds a community together. Volunteering allows you to connect with your community and make it a better place. Helping out with even the smallest task can make a real difference to the lives of our residents and St Anna's as an organisation.

If you would like to volunteer here at St Anna's please let us know – we would love to have you join our team! As a volunteer you choose what suits your lifestyle and how often, for how long you can commit.

Noticeboard



LIBRARY SERVICE

We have a mobile library service that delivers & picks up library books to resident's monthly. If you would like this service, please talk to the Lifestyle staff.

ACTIVITIES

Due to unforeseen circumstances **activities may change** on your daily program. Lifestyle staff will inform you of any changes, Activities and any changes to program will also be reflected on the white boards in your dining area.

HAIRDRESSER

St Anna's hairdresser, Michelle is here on site every Tuesday. If a resident would like a haircut, please contact our Lifestyle team. lifestyle@cubs.org.au OR email admin@cubs.org.au

LAUNDRY

The lost property rack is kept in the main laundry throughout the week, please ask laundry staff if you have missing items of clothing. The laundry is generally open 0800 – 1500 Monday – Friday. On Friday – Monday morning the lost property will be placed in the small office opposite the reception area for residents and families to check. Any items left in this pile will be donated to charity after 3 months of being in the laundry.

Just a reminder all residents clothing is required to be labelled. St Anna's RCF does not take responsibility for any lost clothing which is unlabeled.

REMINDER

Just a reminder for all loved ones and families – please do not forget to keep a check on our residents and their clothing requirements, proper fitting shoes etc. – as the seasons change residents may require new underwear, pyjamas, clothing, footwear etc. – please come in anytime and check resident's rooms, wardrobes and clothing on a regular basis. Please also be reminded that it is the responsibility of the resident or loved one to check on the fridge in the rooms and that the fridge is a personal item belonging to the resident. All food items coming into the facility are to be recorded in the Food Register and a sticker applied to the product at the front desk.

RANDOM ACTS OF KINDNESS WINNER FOR MARCH



CONGRATULATIONS!

Satwinder KAUR

HAS WON THE MONTHLY PRIZE OF A \$50 COLES MYER GIFT VOUCHER.

Nominated for the month of March was **Christopher WEATHERLEY** and **Priya KANDA**.

Thank you to everyone who participated in the nomination process and especially to those nominated, for their good example!

QUIZ FOR MAY

Multiple Choice Quiz

1. According to the proverb what makes the heart grow fonder?

- a) Age b) Absence c) Love d) Kisses

2. Who was burned at the stake in 1431 and later proclaimed a saint?

- a) Joan of Arc b) Saint Bridget c) Mary Queen of Scots d) Queen Victoria

3. What traditional children's rhyme was about the plague?

- a) Humpty Dumpty b) Ring a Ring o' Roses c) London Bridge d) Simple Simon

4. A plant produced by crossing different species is known as what?

- a) Lowbrid b) Underbrid c) Hybrid d) Mixbrid

5. Who wrote Das Kapital?

- a) Stalin b) Dickens c) Karl Marx d) Ernest Hemingway

6. What is the fourth letter of the Greek Alphabet?

- a) Delta b) Lima c) Tango d) Alpha

7. Who was not a member of the Beatles?

- a) John b) George c) Michael d) Paul

8. Which of the following is not type of pasta?

- a) Spaghetti b) Fettuccine c) Penne d) Escargot

9. Which fairytale princess lost a glass slipper?

- a) Snow White b) Cinderella c) Sleeping Beauty d) Rapunzel

10. Which invented sliced bread?

- a) The Wright Brothers b) Samuel Morse c) Alfred Nobel d) Otto Fredrick Rohwederr

Answers on Page 19

Ukrainian Catholic Easter Service



Quiz Answers:

1. Answer: B) Absence
2. Answer: A) Joan of Arc
3. Answer: B) Ring a Ring o' Roses
4. Answer: C) Hybrid
5. Answer: D) Karl Marx
6. Answer: A) Delta
7. Answer: D) Michael
8. Answer: D) Escargot
9. Answer: B) Cinderella
10. Answer: D) Otto Fredrick Rohwedderr

♥ Mother's Day ♥

WORD SEARCH



BEAUTIFUL
BOUQUET
CARING
CELEBRATE
CHILDREN

FAMILY
FLOWERS
GRATEFUL
HOLIDAY
HUGS

KISSES
LOVE
MOTHER
PARENT
SPECIAL

Pet Therapy Visit from Yuki!



Armchair Travel to Croatia



Fun Facts about May



Men's Group & Cooking



SUDOKU

9		6			1			
		1	7	4				
	7	4	9		8	1		
	5	8						
7		2		6		3		4
						2	7	
		7	8		5	4	1	
				1	4	5		
			2			9		8

ANSWERS ON PAGE 31- NO PEEKING



1949

Resident Profile:

Solveig Moody

Personal Information

- *January, 29th 1946*
- *Born in Denmark*

Hobbies and Interests

I love to keep up with my sewing and work on sewing projects. I enjoy lunching with friends when I can. I use to like cooking, gardening and looking after my grandchildren.

Professional Career

I worked as a hairdresser for 30 years. I then took an interest in becoming a care worker which I worked in for 13 years, I retired at 64 years old.

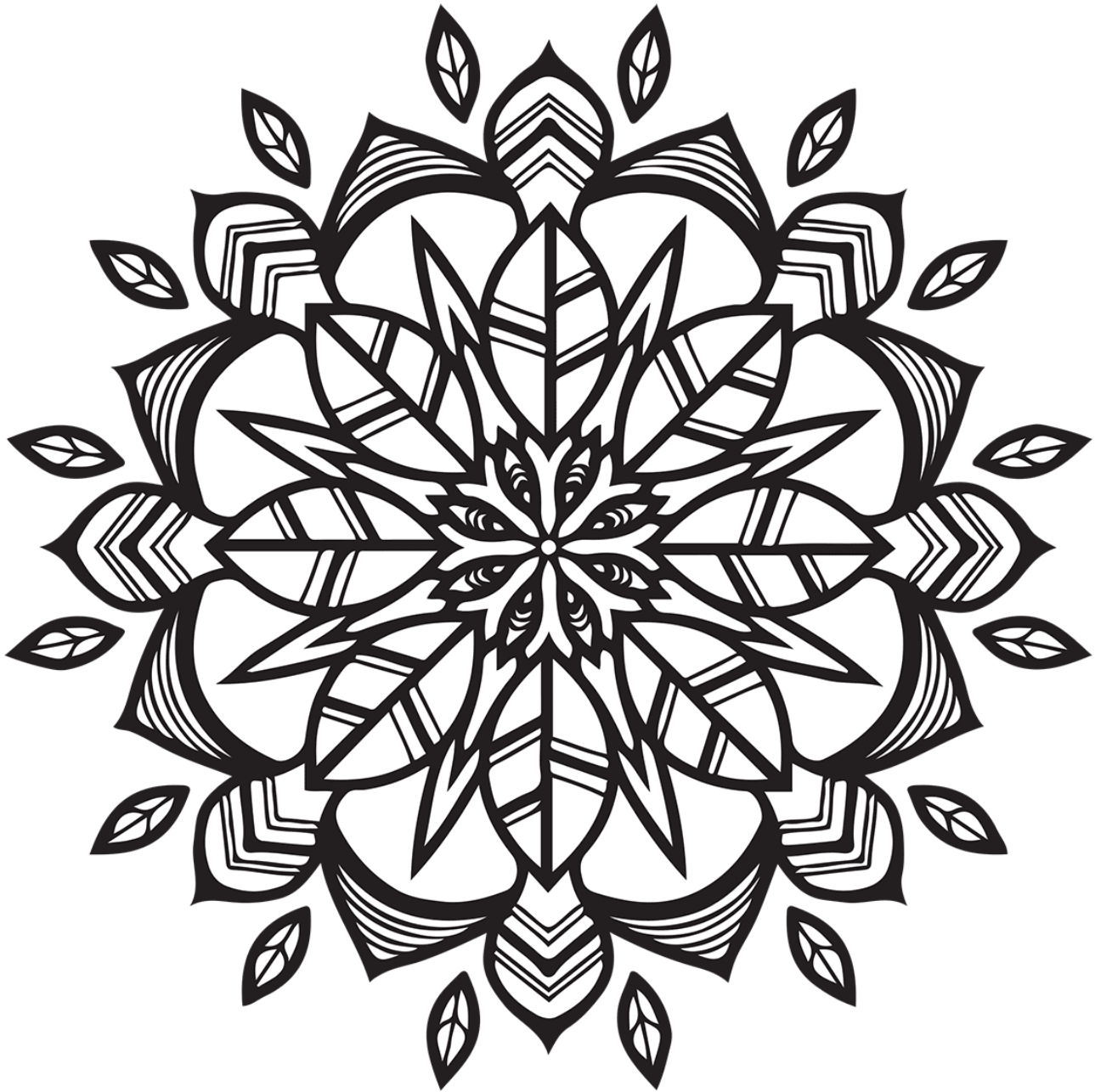
Challenges Overcome

Travelling to Australia and settling into new country at 10 years old was challenging. Especially trying to learn a new language. Raising two children on my own from my 20s had its ups and downs.

Important to Me

- 01 *My health*
- 02 *Being with friends and family*
- 03 *Being creative*

Colouring is a healthy way to relieve stress. It calms the brain and helps your body relax. This can improve sleep and fatigue while decreasing body aches, heart rate, respiration, and feelings of depression and anxiety. Please enjoy our colouring activity.





FOOD NEWS AT ST ANNA'S

Michelle will be stepping in for Isabella, who is now on Maternity Leave to ensure the Hospitality Services within St Anna's continue to run smoothly. Paul, one of the consultants from HDS who assisted us with the changes to our menu and processes, will also be assisting us with the kitchen operations while Isabella is on leave.

We are always seeking ways to improve and make our dining experience here at St Anna's great and we do appreciate all the hard work our staff have put in over the last few weeks with recent changes in our dining areas – these changes include some specially trained staff to plate food ensuring we are always providing the nutritional needs and recommended portion sizes along with a better dining experience for all residents.

You may have noticed the addition of white table cloths in the dining rooms – these certainly have lifted the appearance of the tables.

Let the Hospitality Team know if you have any improvements you would like to see about the place – we would be happy to discuss.

WHAT A WEEK WITH COVID LOOKS LIKE AT ST ANNA'S



The lifestyle team have been busy clearing out the veggie gardens and preparing them for some winter vegetables. Ensuring residents were all keeping a 1.5m social distance. Perfect weather with the sun shining and getting some fresh air under the conditions we're in. We also planted some

Being Shingle Minded!

You may have seen the TV campaign to alert people to the risk of developing Shingles, but did you know that people over 60 years of age are up to 10 times more likely to get Shingles than younger people?

Anyone who has ever had chicken pox already carries the inactive virus that can activate at any time to cause Shingles, which means almost all of our consumers are potentially at risk of developing this very painful condition.

Most commonly appearing on the chest and abdomen, it can also develop on the torso, arms, thighs, or head (including in the eyes or ears).

Common symptoms of Shingles may include:

- . Localised pain; a burning, tingling, or itching sensation
- . Fever, chills, headache and fatigue
- . A stabbing sensation; sensitivity to touch
- . Followed by a painful rash that may develop into blisters lasting for 10-15 days.

Shingles can be very debilitating and can interfere with everyday activities like getting dressed, walking, and sleeping for a significant period of time, not to mention the continual nerve pain around the rash site.

While there is no cure for Shingles, antiviral medications can be prescribed at the first sign of a rash, so acting quickly if you experience any of these symptoms may help reduce the severity of the virus.

We will follow up with you and your chosen representative in the next few weeks to identify your vaccine requirements.



Getting a good night's sleep



A good night's sleep is something most of us strive for every time we close our eyes at the end of the day, but the reality for most older people is that sleep is often interrupted and unpredictable, which can interfere with their daily activities and reduce quality of life.

Our internal body clock is sensitive to changes in our body, so hormonal changes and the onset of some medical conditions can make it harder to regulate and control our sleep. Common mental and physical health conditions such as depression, anxiety, diabetes, conditions causing pain (i.e. arthritis), and certain medications can contribute to poor sleep outcomes for many older people. Check out these facts from the Sleep Health Foundation below:

- . Up to 70% of older people have chronic sleep issues
- . Most people over the age of 80 nap for more than one hour each day
- . Most wake frequently and spend less time in deep, refreshing sleep
- . 25% of older people have sleep apnea or limb movement disorders, which also disturb their partner

Creating healthy habits and a safe sleep environment are important ways to improve sleep and reduce the risk of trips and falls overnight.

Sudoku Answers

9	8	6	3	5	1	7	4	2
2	3	1	7	4	6	8	5	9
5	7	4	9	2	8	1	3	6
3	5	8	4	7	2	6	9	1
7	1	2	5	6	9	3	8	4
4	6	9	1	8	3	2	7	5
6	2	7	8	9	5	4	1	3
8	9	3	6	1	4	5	2	7
1	4	5	2	3	7	9	6	8

Staff Profile

Hi, my name is Michael Krstic and I have been with the maintenance team for 5 months. I previously worked as a tradie for the last 35 years and consider myself a jack of all trades. When I'm not keeping busy around the house with renovation projects, I am watching the footy (Go Crows!), socialising with friend's or most importantly spending time with my wife and family, which includes my two amazing grandsons.





ANZAC DAY

25 April
2024



RESIDENT MEETING MINUTES

Tuesday 2nd April 2024 at 2.30 pm



P (08) 8346 0955 F (08) 8346 1992

1. Welcome

1.1 Sound recording of the Resident Meeting

No objections

1.2 Welcome

Joanne Ross (Lifestyle and Chairperson)

Amanda Birkin (CEO)

Jock Malinowski (Ukrainian Interpreter and Board member)

Michelle Hauber (Lifestyle and Wellness)

Mimi Mehta (Clinical)

Jordan Stevens (Lifestyle)

Welcome to Country given by Joanne Ross

2. Present

As per attached sheet

3. Apologies

Mardi Anderson (Clinical), Athin Christou (OT) and as per attached sheet

4. Confirmation of Minutes of Previous Meeting

Resident Meeting Minutes: 5th March 2024 were read. These Minutes were accepted by Michelle Hauber; seconded by Michael Dzunda

All Residents were reminded that the Minutes of all Resident meetings will now be included in the Newsletter which is distributed throughout the Facility for the information of all Residents.

5. Outstanding business from previous Minutes

- a. **Future bus trips** – this will be re-scheduled once the weather is more conducive to enjoying a trip.
- b. **Intergenerational program** - Lifestyle advised that this program will be continuing in 2024 with both St Anna's RCF Residents and the children and teachers from St Mary Margaret's preschool enjoying the interaction. Lifestyle is organising another visit.
- c. **Sustainability** – Management are arranging an audit of the Facility to review the lighting, green waste, recycling etc. All Residents will be informed once this audit has been arranged.
- d. **Hairdressing salon** – an upgrade to the hairdressing salon is still being investigated.
- e. **4G Telephone Sim Card** – still being investigated for Residents who are unable to leave their room.
- f. **Play Group SA** – still waiting to receive information.
- g. **Footy tipping** – has now commenced.

- h. **Council stobie pole project** – this has been followed up with the City of Charles Sturt. Once further information is provided Residents will be advised.

6. Food and Menu/Hospitality

Food

At the last meeting an issue regarding the temperature of the food on offer was discussed. Thermal bowls and cups with lids have now been purchased and staff have had further training on the use of these utensils as well as how to keep food hot whilst serving.

Kitchen staff have had training regarding portion sizes of meals for Residents. Any feedback regarding this would be appreciated.

The new menu is now available and feedback, good and bad, has been received. As a result of this feedback the menu has been amended. Feedback, good and bad, at all times is welcomed.

7. Maintenance

Painting – the painting is progressing throughout the Facility to lighten up the hallways, dining rooms etc. This will be ongoing over the next few months.

Security screens – replacement of security screens throughout the Facility has commenced.

Car park – new lines in the car park have been painted.

Curtains – new curtains have been installed in the phone booth and hallway areas.

8. Feedback complaints and praise

All Residents will be kept up to date on all happenings throughout the Facility in the newsletter.

All in attendance were advised that feedback complaints and praise forms can be found at Reception, in the Peter Kurko room and there is now also an online form which can be found through the St Anna's RCF website or via the QR code found throughout the facility. All staff are available to assist with the completion of these forms and access to the QR code. All Residents are reminded that Jock Malinowski is the Resident representative and is available to speak to if anyone has any concerns compliments and/or comments. It is extremely important for any concerns to be brought to the attention of Management. All Residents are advised of all complaints and compliments via the Resident newsletter. All feedback is taken seriously.

9. Clinical

Clinical advised that vaccinations will be taking place soon. Consent forms are required to be provided.

All Residents were reminded to wash and sanitise their hands frequently, to cough into their arm and to continue to practice social distancing. This is to stop the spread of infections throughout the Facility. All were advised that if feeling unwell they should stay in their room and to let staff know. Staff are also reminded to practice good hygiene. Information regarding this can be found at Reception.

10. Lifestyle Programs

• **Coles online shopping**

A reminder was given that Coles online shopping is available on a fortnightly basis at St Anna's RCF. If any Resident is interested in purchasing shopping online from Coles please see staff for information and assistance. The cost of this shopping will be placed on Resident's monthly accounts.

- **Bus trip** – as mentioned above this trip will hopefully occur by the end of April.
- **Pet therapy** – this has been scheduled for mid April.

- **Radical Reptile visits** – to be investigated and hopefully occur in May.
- **Paint and sip** – has now been introduced. All who attended enjoyed the activity.
- **Puzzle corner** – a corner has been set up for Residents to sit and enjoy puzzles.
- **Mosaic Group** – this has commenced and this group was a wonderful success. Anyone who would like to join please advise Lifestyle. There is a cost to attend this group of \$25 per month.
- **Miniature horses** – will be attending the Facility in April.
- **Armchair Travel** – to be commenced again with the first month being travel to Croatia.
- **Men’s Group** – being investigated to commence shortly.
- **Anzac Day** – a display of memorabilia and biscuit making to occur.
- **Programs**

All were reminded that on occasions the programs are required to be changed and all Residents are thanked for their understanding when this occurs.

All Residents were asked to continue to provide feedback and everyone was thanked for their suggestions.

11. Consumer Advisory Committee

The next Consumer Advisory Committee meeting will take place 9 April 2024. All Residents will receive an invitation to this meeting and are welcome to attend. Minutes of this meeting will be included in the St Anna’s RCF newsletter.

12. Continuous Improvement

Residents were thanked for participating in the Facility’s surveys. They are an important part of continuous improvement in assessing the standard of care and services that are provided at St Anna’s RCF.

13. Education and Information sharing

All were reminded that “Relationships Australia” offer group and individual counselling sessions for Residents. If anyone is interested please let staff know.

There is no charge for this counselling and this Organisation will visit the Facility when required.

Some staff have attended a Dementia training workshop which was very informative.

14. Compliments and Complaints

All were advised that CEO, Amanda Birkin, is provided with all compliments and complaints received.

No further issues or questions were brought to the meeting.

All staff members left the meeting so that Residents could bring to the meeting any concerns or compliments they had.

Jock Malinowski asked all in attendance if there were any confidential comments/concerns they would like to mention to him. Mr Malinowski reminded all Residents that they should always remember that the staff are available to speak to if they have any concerns.

Mr Malinowski advised all in attendance that the St Anna’s RCF Board is advised of all issues discussed at Resident meetings.

All were thanked for their attendance.

NEXT MEETING: May 2024

Meeting closed at 3.12pm.....Date: / /2024

NeuronsVR

Specialised VR experiences for Aged Care and those living with Dementia.



NeuronsVR is a cutting-edge virtual reality platform dedicated to exploring the intricacies of the human brain. It offers immersive experiences where residents can interact with neurons and neural networks in real-time. Through stunning visuals and interactive simulations, NeuronsVR provides a unique opportunity to delve into the wonders of the mind. It comes in a kit which is set-up for immediate use. Each kit contains several headsets, a tablet and a specialised library for residents to choose from. The tablet acts as a remote control which allows staff to choose the experiences and monitor the resident's engagement. The benefits of NeuronsVR is improved quality of life, reminiscence therapy made easy and lifestyle therapy in Aged Care enhanced.

St Anna's had a visit from NeuronsVR during April. Several of our residents and staff got to experience the technology. Residents were absolutely in awe of their experiences. Some went to Rome, Singapore and even experienced being on a farm with farm animals. Residents were engaging with their unique experience and enjoyed every minute of it. What really amazed staff, was witnessing our residents access this kind of technology and how they interacted with it. Some residents were able to relive childhood memories and explore parts of the world they had not travelled to or seen before.



Consumer Advisory Body MINUTES OF MEETING



P (08) 8346 0955 F(08) 8346 1992

MINUTES OF CONSUMER ADVISORY BODY MEETING

TUESDAY 9TH APRIL AT 2PM

1. Welcome to country given by Chairperson Leeanne Wallfried
2. Welcome to meeting of the Consumer Advisory Body given to all present. All were thanked for taking the time to attend.
3. Outline of the Consumer Advisory Body
 - a. Consumer Advisory Body is made up of current Consumers living at St Anna's RCF, their carers and/or close family members who are receiving services from St Anna's RCF.
 - b. The purpose of this Consumer Advisory Body is to provide St Anna's Residential Care Facility's Board and Management with feedback about the Organisation's quality of care and its services. Feedback from these meetings will be forwarded to the Board for their consideration.
4. Sound recording of meeting – no objections
5. Present – Chairperson Leeanne Wallfried, CEO Amanda Birkin, staff member Kristina Nad, Consumers Sandra Davis, Jennifer Baker, Olena Kawka, Solveig Moody, Michael Dzundza, Nada
6. Apologies – Lois Potts
7. Business arising – as per Action Plan from 15 September 2023 meeting

A discussion was had regarding all identified areas of improvement (as listed below) mentioned on the Action Plan -

- Ordering of meals via iPad system
- Variation of meals
- Group BBQ days
- Garden Club

- Dedicated memory support area
- Sustainability
- Hairdressing salon upgrade
- 4G Sim card telephone

All items have been addressed at Consumer meetings and implemented within the Facility.

8. “Living Well at St Anna’s” – premium additional service package

It was explained to all Consumers present that with all new incoming permanent Consumers St Anna’s RCF will be providing an additional service package at a cost of \$20 per day per Consumer. All existing Consumers who reside at St Anna’s RCF will not be charged this fee. An additional services handbook template was handed to all Consumers who were asked for their feedback on this template. This additional service package is in keeping with other aged care facilities within Australia.

9. Lifestyle Assessment

A further template was provided to all Consumers present in relation to the Lifestyle assessment which is provided to all incoming Consumers on their arrival at St Anna’s RCF. A discussion was had regarding this assessment and it was agreed that it would be more beneficial if this assessment was provided to all new Consumers within the Admission Pack so that this assessment could be completed by the Consumer and/or their family/representative prior to admission. All Consumers were asked for their feedback on this template.

10. Feedback on what St Anna’s RCF areas of improvement are and issues of concern

All present were asked for feedback on what areas St Anna’s RCF can improve on and their issues of concern.

Feedback was as follows:

- a. Australian products and services – a Consumer brought to the meeting the fact that she has noticed that some products provided at St Anna’s RCF are not made in Australia. Her thoughts are that a product review should be conducted.
- b. Gymnasium – an item of discussion was the gym classes on offer at St Anna’s RCF. It was thought that there should be more group classes rather than individual classes.

c. Activity boards – some Consumers have noticed that the Activity boards throughout the Facility were not updated. These boards will be digitalised and placed on the television screens throughout the Facility. This then saves staff time and paper usage.

d. Meals – it was brought to the meeting the concern with regards to the Consumers that require assistance for meals and whether there would be a more beneficial ways to attend to their needs. Amanda advised that Management are continuously thinking of better ways to attend to this issue

with perhaps the timing of meals etc. A discussion was also had regarding the temperature of the meals. This is an ongoing discussion.

11. Other business

Strategic Planning Day – Consumers were advised that the Board and Management of St Anna’s RCF and Home Care have a Strategic Planning Day arranged for Friday 10 May 2024. It was explained what takes place at a Strategic Planning Day including a discussion regarding the evaluation of the Organisation and the ways forward to make St Anna’s RCF and Home Care a financially sustainable and highly sought after Facility and home care business. Discuss member representatives from this group attending part of the strategic planning day.

Robotics – a discussion was had regarding the trial of robotics at St Anna’s RCF. Initially this trial will be conducted with the benefits in mind of the robot providing the meals from the kitchen to the various dining areas. All meals would be plated up in the kitchen and brought to the areas via the robot. It is hoped that this would assist with more temperature correct meals arriving in a more timely manner for the benefit of Consumers. The Management team will be attending an aged care facility in Tanunda to observe the use of robots in that facility however it is thought that a robot trial at St Anna’s RCF would be beneficial. All Consumers will be kept uptodate with this new initiative. Consumers present at this meeting were interested in the use of robots within the facility to assist staff and free up staff time so that they are available to attend to Consumer needs.

12. Next meeting – October 2024

13. Close of meeting – all were thanked for their attendance and feedback. The meeting closed at 3.00p