



WESTMONT NEWS

Summer Edition—Issue 25

A Message from the CEO

The Royal Commission into Aged Care Quality and Safety commenced its hearings in mid January 2019, and will continue throughout much of 2019.

Westmont welcomes the work of the Royal Commission and looks forward to seeing positive outcomes from its preliminary and final reports due later in 2019 and mid 2020.

Aged Care Providers in a residential setting and Home Care Package providers (as Westmont is in both circumstances) have been invited to make submissions to a series of questions being posed by the Commission. Westmont will make a submission by 8 Feb 2019, with details that cover both positive and negative instances of care.

To provide support and clarification of some instances (media coverage) leading up to and during the Royal Commission we have been and will continue to conduct briefing sessions with our stakeholders (residents, families and staff) for what we believe may be a very “bruising” experience for the aged care industry. We must continue to remind ourselves that the majority of the industry does a good job and will continue to do so, whilst striving to provide quality care for our clients.

If you wish to discuss any matter relating to our care standards please do not hesitate to call us through your usual contact channels.

Peter de Koeyer—CEO
Ph: 02 6043 9999

Homestead Happenings

Transition to the new single set of Aged Care Quality Standards is already underway. The new standards will be implemented from 1 July 2019. This is the most significant change to quality standards in two decades.

The new standards will be enforced by the new Aged Care Quality and Safety Commission (ACQSC) which began on 1 January 2019. Our quality of care will continue to be reviewed at unannounced visits from the ACQSC.

Each resident has a plan of care developed and when this is reviewed every four months the Registered Nurse Care Coordinator will contact you or your loved one to discuss this care plan. This is how we keep everyone involved in ongoing care, and work in partnership with you to achieve the best outcome for your loved one.

The Homestead continues to be very busy, every department makes a huge contribution to maintaining our high standards.

The Belvoir Support Group continues monthly. The garden looks beautiful with the new fountain water feature and residents are enjoying the raised garden beds.

Summer is expected to be hot. We continually encourage our residents to drink extra fluids to keep them hydrated and well, especially during times of extreme heat.

Angela McInnes
Director- Care and Clinical Services

Hotel Services

As per the last Newsletter, the supply of meals to the Willows Social Connections program has been going well in Wodonga. The Homestead production kitchen has coped well with the extra meals, however additional equipment has been purchased to ensure production and transport runs efficiently.

The Ray Snell Centre has been heavily booked over the last few months with residents and families making full use of the building and catering facilities, hosting numerous events including, wakes, memorial services, seniors dance, fashion parade, Christmas and birthday parties.

Our Cleaning and Laundry departments have been making use of some new equipment and our Night Attendants have just completed their First Aid/CPR training.

If you have any questions or concerns please do not hesitate to contact me.

Peter Ward
Hotel Services Manager



Happy 10th Birthday to Westmont

Community Care

Community Care Services try hard to meet your needs to provide you with the care you need to remain living safely at home. We rely on your feedback to ensure the services maintain our high standards and provide for your needs. Please contact us if you would like to discuss your services or ask one of our carers for a blue feedback form and tell us what is working and/or what you think we could improve. Your feedback helps us to continuously improve our quality services.

Commonwealth Home Support Programme (CHSP) Home and Community Care Program for Younger People (HACC PYP) are two subsidised services Westmont Community Care provide for our community. We are also an approved provider of Veterans Home Care for DVA clients, National Disability Insurance Scheme (NDIS), brokerage services to other agencies and private services, direct to client. All these and Home Care Package services are available through Community Care. Home Care Packages are the next level of care, offering more specialised support.

My Aged Care is the gateway to access a Home Care Package and they can be contacted on 1800 200 422 to make an enquiry.

Please remember to dress appropriately, drink plenty of cool water. A spray bottle of water is also an inexpensive way to cool down in the heat.

**Christine Odewahn—02 6043 9867
Director—Community Care**

Village Voice

The Village is nearly finished! The Village project is almost complete with only four Villas anticipated to be occupied by late February. Landscaping of new Villas is a top priority for the gardeners who are busy with a tireless and unending job of the whole site.

Any vacancies in the Villas and Apartments will be filled by those prospectives from the "Interest" lists.

Our Village life continues to be vibrant. Many events and activities incorporate both the Apartments and Villa residents and are held scattered over the precinct – in the Ray Snell Recreation Centre, waterway space, the Community Centre and the Bowling Green. All areas are available for residents and their families.

This season there has been many birthday celebrations, Happy Hours and sausage sizzles, family get-togethers, themed night-time dinners and our first funeral plus wake for a dear resident. Regular gatherings for craft, Tai Chi, gentle exercise and movie matinees continue throughout the year.

And of course, Christmas events – Carols by the Green in the Community Centre with Sing Australia again attending with many residents singing carols together, many positive comments were received for the resounding success of the night. Apartments' Residents lunch also held in the Community Centre the next day and two Villa Residents' lunches held in the Ray Snell Centre over two consecutive days the next week, a New Zealand New Year's Eve party with fireworks and celebrations at 10pm instead of midnight!

A warm welcome to all our new residents who have recently joined the Westmont family. Please contact me on 6043 9832 to discuss your interest with Westmont.

**Chris Boyer Apartments & Village Manager—
Ph: 02 6043 9832**

Homestead Activities

Our activity calendar continues to be varied and busy. The aim of our activity calendar is to enhance our resident's quality of life.

We encourage everyone to engage in activities; but respect their choice if they decide not to participate.

All activities provide fun and enjoyment for our residents. We do our best to promote our resident's self esteem, and, provide peace of mind to relatives and carers.

For example; daily gentle exercises, as well as being a fun activity, helps maintain physical fitness and improve coordination.

**Julie Hovey - Activities
Coordinator**

Baranduda Men's Shed



**New Members
Welcome!**

**9.30am to 12pm
Tuesdays & Fridays**

**For further
information
call Bob
on
02 6043 9989**

Volunteers—Thank you from Westmont

Christmas holidays sees a shortage of 'Meals on Wheels' volunteers every year. School is out and many groups are taking a break. Westmont relies heavily on our volunteers for meals delivery, Social Connections Program assistance and friendly phone calls to people in the community who are isolated. If you have any spare time and would like to contribute to your community, please call Community Care on 02 6043 9867 to discuss your availability. We could not do it without our volunteers.

Kristene Gardner—Meals on Wheels Coordinator—02 6043 9867