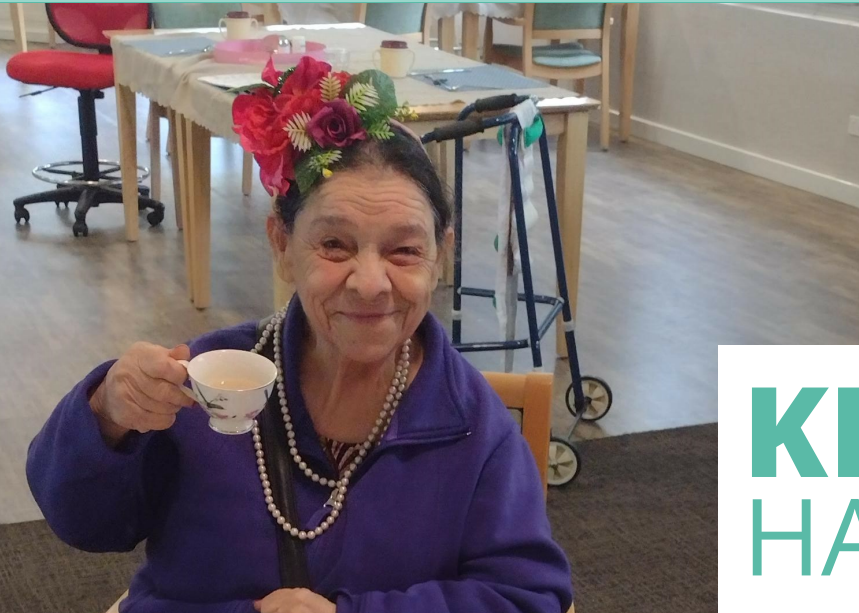


QUAMBIE PARK NEWS

August 2022



QUAMBIE
PARK WAROONA



KEEPING HAPPY AND SAFE

Dear Friends of Quambie Park,

Welcome to our third newsletter for 2022.

It seems we have lived a lifetime since our last newsletter, as life at Pam Corker was very different as we managed a COVID outbreak. During that time we contained the spread and ensured that all residents were well cared for and although the days were different we delivered all service and supports within a quality framework.

As well as residents, many staff tested positive to COVID. Thankfully, we have now come out the other side, with many lessons learned and a renewed vigour for doing everything possible to prevent another outbreak.

With new COVID variants on the horizon, it is so important that everyone who crosses the doors of Pam Corker House works together to help keep our residents safe. Please read and follow the conditions of entry:

Entry to Pam Corker House and the HUB

To enter Pam Corker House and the HUB, all contractors, suppliers, allied health professionals and visitors must:

- Provide evidence of their 2022 Influenza vaccination AND full COVID-19 (double vax + booster) vaccination.
- Sign-in and comply with a health screening assessment, including a Rapid Antigen Test (RAT). Note: you must supply your own RAT.
- Hand-wash or sanitise before entering, and frequently during your visit.
- Maintain social distance when visiting.
- Follow any directions given by staff during your visit.
- Restrict visits to two (2) visitors per resident per day. Visiting days are Monday to Friday and weekends by appointment.

We thank you for your cooperation.

CONTINUOUS IMPROVEMENT

What's new in our quest to provide the best possible service and standard of care to our residents, their families, and visitors:

Personal Pagers

We have purchased sufficient pagers for every care staff member at Pam Corker House. RNs and ENs have been issued with pagers programmed for escalation, which will advise when a call bell or alarm has not been answered within allowable limits.

We are also looking at rechargeable batteries, to avoid producing a mountain of battery waste!

Resident handbook

We are updating the resident handbook, to be a much more useful tool for residents and their families / representatives, especially those new to the facility.

The plan is that it will be similar to the guest directory of services found in hotels and short-term holiday rentals and include information such as meal times, laundry services, cleaning, reception hours, layout of the facility, lifestyle, local services etc.

Pam Corker House Map

In keeping with our aim to make life as easy as possible for residents and their families, we have created A3 Maps of the Pam Corker House footprint. Each map is colour-coded, and customised to each room e.g. in room 13, the map highlights room 13 to show where it is located.

The laminated maps have been placed on back of door to each resident's room.



Defibrillator

Thanks to the generosity of the good people at St John, Waroona we now have a potentially life-saving defibrillator on the premises.

The unit – which is also for community use – has been installed just outside the main entrance to Pam Corker House. The defibrillator box has instructions for how community can access the unit in case of emergency (dial 000 and they will be given a code), and we hold a key for direct access.

Do you have a suggestion to help us improve?

A Suggestion for Improvement form is on the last page of this newsletter. All suggestions will be discussed at our monthly Continuous Improvement meeting.

FOR HIRE

The following are all available for hire to the community of Waroona and surrounds:

Bus Hire

When you need to move a group (of up to 20), Quambie Park's coach-style bus can get you where you need to go in air-conditioned comfort.

Hire is per day and includes the first 100 kms. You need to supply an appropriately licenced driver.

Wheelchair accessible vehicle

Registered volunteers of Quambie Park can hire our wheelchair accessible Kangoo.

The Kangoo seats 5 (including the driver and the passenger using a wheelchair), making it perfect for getting to and from appointments, or for an outing with some family or friends.

Hire is per day and includes the first 10 kms.

Mobility Equipment Hire

Purchasing mobility aids can be costly, and hire is often a more cost-effective option. We have the following mobility aids available for hire at reasonable rates.

- 4-wheel walking frame / Zimmer frame
- Over toilet frame
- Wheelie Shower commode
- Gait belt
- Slide sheet
- Non-slip mat
- Wheelchair (standard size)
- Sara Steady
- Stand-up hoist

You can hire from 3 days to three months (or more), and the hire fee includes up to 15 minutes of training in the safe use of the equipment.

Contact us for more info and rates: ph 9733 1355

MEET... IAN



Born – on Christmas day 1943 in Warrnambool VIC.

Worked – as a farmer clearing the land and milking cows then later on driving the trucks delivering milk. Ian describes it as “all work and no play”.

Enjoys – dancing and listening to music is Ian's great hobby and passion, along with playing tennis and going on cruises.

Achievements – Ian helped get the Brunswick Men's Shed up and running and has been involved in the Shed for many years. In recognition of his contribution, he was recently awarded an honorary life membership.

Ian: has some wonderful memories and stories to share, so stop and say hi next time you're in Pam Corker House.

THINGS TO REMEMBER

Resident and Relative meeting

The next Resident and Relative meeting will be held 10.30 am, Monday 15 August 2022 in the main lounge room at Pam Corker House. We hope to see you there!

Books and DVDs...

Can be borrowed from either the main lounge bookcase or the chapel bookcase. Please return so they can be enjoyed by others.

Clothing Labels

When bringing any item of clothing into Pam Corker House, please ensure it is labeled, and therefore can be given to the correct owner.

Visiting days

Mon - Fri: preferred times 10.00 am - 2.00 pm
Weekends by appointment.

At EVERY visit, each visitor must report to the front entrance to complete a health screening.

Confidentiality

Confidentiality is not only important to us, but we are by law only able to provide sensitive information to a resident's legal representative. Please remember that we are also not able to discuss health or sensitive information about other consumers.

Bringing in Food

As a part of our compliance with food safety regulations, any food brought into the facility for your loved one needs to be in a sealed container, labeled and dated. This ensures our cleaning staff can easily identify and discard any food that is past its shelf life.

Personalising resident rooms

Families and friends are encouraged to bring in personal items such as photos, pictures, and bedding to make their loved one's room a home away from home. Please do not install hooks or other permanent items on walls, doors or cupboards without prior permission from management.

Making appointments with external providers

All appointments with an external provider for your loved one need to be in consultation with Kathryn, our Care manager and RN. This is to ensure all medical requirements (both pre- and post-treatment) are met.

You can contact Kathryn directly via email kathryn.obrien@quambiepark.org.au

Or via our general email: engagement@quambiepark.org.au

Or phone us on 9733 1355.

Feedback and suggestions

We value your feedback (whether positive or in an area where we could improve) and are always on the lookout for suggestions to better our service.

Suggestion for Improvement forms, and Feedback, Comments and Complaint forms are attached to this newsletter, and can also be found near Reg (our sign-in machine) in the foyer. Please fill one out and place it in the *Tell Us What You Think* box

ACTIVITIES



At Quambie Park, we offer a wide **range of activities** to suit resident needs and preferences.

Activities include: music therapy, reminiscing, arts and crafts, happy hours, outings, concerts, animal therapy, gardening, word games and quizzes, pamper days, bingo, group games and exercises, dementia-specific activities, helping hand tasks, and more.

Our activities are culturally appropriate, help to enhance and stimulate cognition and the senses, and provide emotional and social support. We have a large one-on-one program to ensure residents who prefer their own company are not socially isolated.

Our independent living members also have a range of activities available to them and are encouraged to partake in the social happenings within the HUB and Pam Corker House.

Resident Lifestyle Survey

The results are in from our Resident Lifestyle Survey. This survey was completed by all cognitively aware residents with assistance from staff and some family members.

Data has shown resident likes and dislikes in lifestyle, meals and their living environment and will be used as a tool to enhance the services we provide to our residents. It will also be presented to the accreditors in our upcoming 3-day accreditation audit.

THE COMMUNITY HUB

In spite of the pandemic, and with support from the local Waroona Shire and volunteers, the Janet Fiorenza Gardens Community Club is up and running.

At the moment we offer the following:

- Monday: Bridge card game
- Tuesday afternoon: Tai chi
- Wednesday morning: Painting and arts
- Every second Thursday: the Shopping Bus leaves from the HUB
- Fridays: Open Day! Pop in for a cuppa and a chat and participate in any activities that may be happening (or that you initiate yourself).

Please be advised that our once-a-month outings are currently on hold.

We ask those who are using the HUB to please **sign in using the heath screening tool on every visit.**

Note: due to the declining health of the volunteer who would assist to open, close and run some activities, community staff will now be opening and closing the Hub Mon- Fri. Please see Candace for more information.

Upcoming HUB events can be found in the Quambie Park News and Events that goes out to every letter box in the Quambie Park complex. There is also a copy on the window at the Hub as well as on the sign-in counter near the front door.

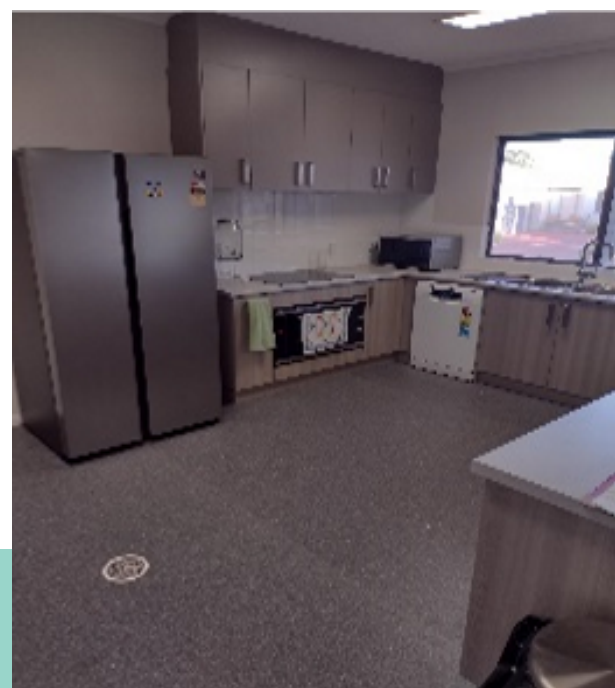
The Quambie Park HUB is located on Millar Street.

Hire the HUB

If you're looking for a modern, well-equipped venue for your next meeting, training day, or family or social event, consider hiring our purpose-built community HUB.

Featuring a kitchen that would be the envy of many homes, a mini-theatre with cinema seating for 8, and a function space with quality tables and chairs, the HUB is available for full or half day hire at very reasonable rates.

Contact us for more information, ph: 9733 1355



VOLUNTEER NEWS

To all our volunteers: thank you for your service and for giving us some of your time.

Please remember to sign in at the front desk and undergo a health screen upon entry every time you enter Pam Corker House or the HUB!

Seeking Volunteers

We are seeking volunteers to give an hour or two throughout the week to help with our lifestyle program.

We would also love some assistance with;

- Sitting and chatting with some of our lovely residents to help with their social and emotional well-being.
- Helping with the HUB and the lifestyle programs we run there.
- Gardening: 2.00 pm each Wednesday afternoon.

Please speak with Nerida at Pam Corker House if you are able to help out in any way.

Email: nerida.black@quambiepark.org.au or ph 9733 1355.

Church Services

Catholic mass: 10.00 am, first Friday of the month.

Rosary and Jehovah Witness services: 9.00 am, (via iPad) second Friday of the month.

Anglican service/ fellowship: 10.00 am every third Friday of the month.

All services are held in the chapel at Pam Corker House.

MEET...

Father Con

Father visits once a month or as needed to provide private prayers and social emotional support to those living within the facility.

Quambie Park and the Catholic church of Waroona have been working together for many years and we are blessed to have such support in our community.



Do you have a special idea you would like to bring to Quambie Park as a volunteer?

Please let us know....

KEEPING OUR RESIDENTS & STAFF SAFE

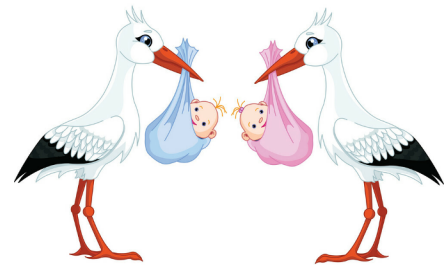
- Please refer to **Entry to Pam Corker House and The HUB** on page 1 for COVID-19 and Influenza safety requirements.
- All **pets** visiting the facility need to be on a lead to minimise tripping hazards or the risk of skin tears.
- If you are **taking your loved one out for the day**, please ensure that you have checked in with the daily supervisor/ nurse to ensure all medication and meals have been prepared.
- In the event the **fire alarm** sounds when you are in the facility, please make your way to the foyer and follow the directions of the Fire/ emergency warden.



QP Babies on the way...

We are (super!) excited to announce that our engagement officer, Brodie, and our therapy and lifestyle coordinator, Nerida, are both mothers-to-be!

Exciting times lie ahead for the girls, and we are all looking forward to having lots of baby cuddles



EMPLOYEE OF THE MONTH

May

ALL Pam Corker Staff

Throughout the COVID-19 outbreak in Pam Corker House in May/June so many staff went above and beyond the normal call of duty that it was impossible to single out one employee of the month. Instead, management recognised every single staff member for their dedication and commitment. As a token of appreciation and thanks, each Pam Corker employee received a bottle of wine and a voucher for the Drakesbrook Hotel.

June

Tam Tu: Registered Nurse

Tam is a great team player – always willing to answer call bells to assist residents and her co-workers. Nothing is too hard, and Tam is always very caring to those around here.

Tam truly listens when staff are conveying an issue or concern about our residents and goes out of her way to bring a solution to the problem

THE FINAL WORD



Pam Corker celebrates a Centenarian!

The 30 June was a significant day at Pam Corker House, as our beloved resident Doris, turned 100.

Staff were thrilled to be able to celebrate this milestone birthday with Doris, pictured right with her daughter Julie, and special thanks to our catering team for the awesome cake.



Are you following us on
Facebook?

For the latest updates, please follow
our page: **Quambie Park Waroona**