



SUNDALE
CREATING COMMUNITIES SINCE 1963

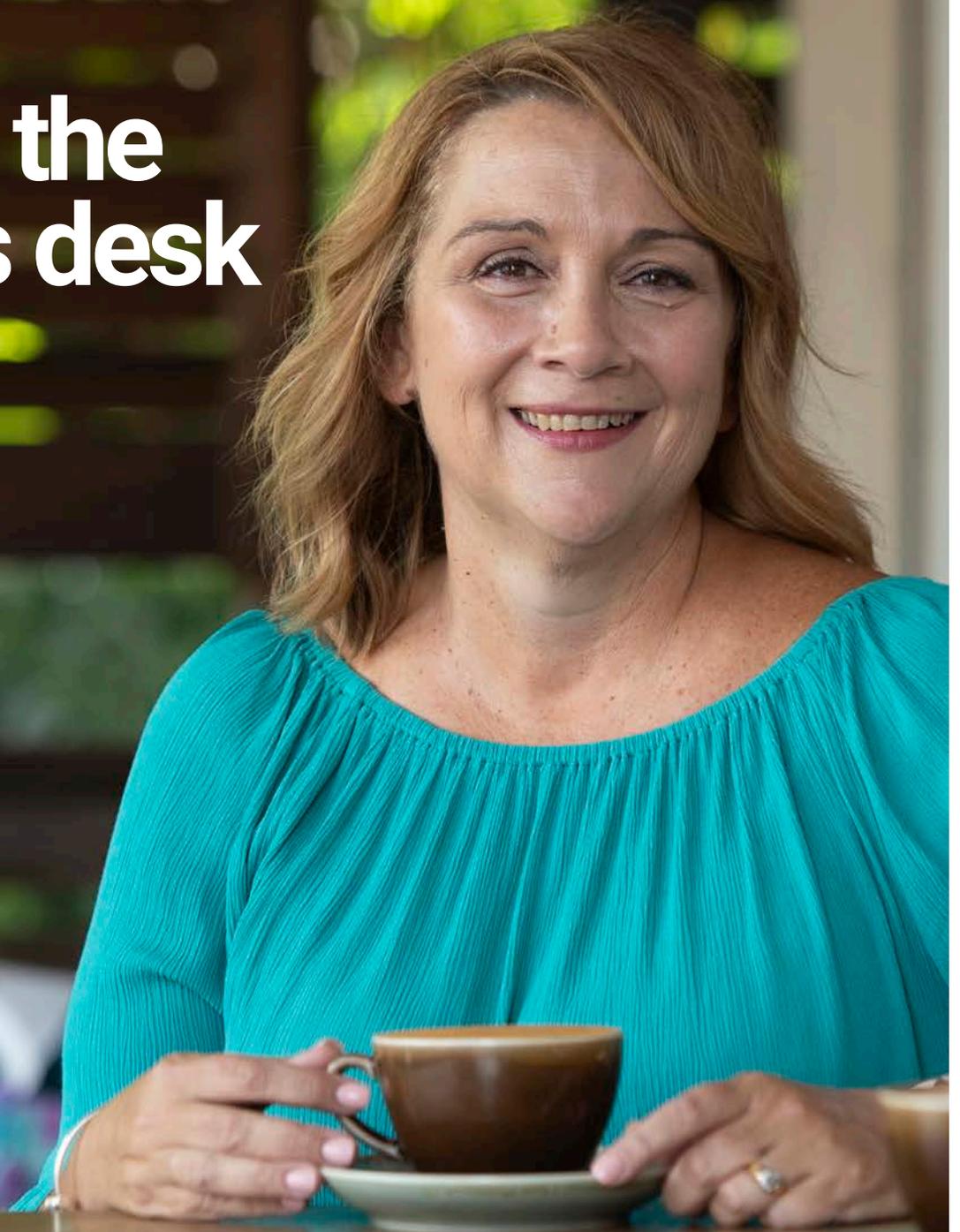
Spotlight

NO 10 | JANUARY 2020

The Voice of the Sundale Community



From the CEO's desk



“Can you believe it’s 2020 and it’s been more than a month since we celebrated Christmas?”

I hope everyone had a wonderful festive season and was able to celebrate with family and friends.

To Sundale’s amazing team members, I hope you have returned to work re-energised and excited about the year ahead. I know I definitely am.

It’s now been more than 11 weeks since the scathing Interim Report released by the Royal Commission into Aged Care Quality and Safety was tabled in the Australian Parliament.

As the sector awaits the Final Report, Sundale has continued to take quiet but deliberate steps which prioritise exceptional clinical care. There’s still a lot of work to do, but our approach has already been endorsed by the Aged Care Quality and Safety Commission.

Following a series of unscheduled visits at James Grimes Care Centre, Rotary Garden Village Care Centre and Coolum Waters Care Centre, assessors shared stories of best practice and glowing consumer feedback and revealed how well Sundale is preparing for the future.

This is an amazing first step. Congratulations to everyone involved.

For the past 17 years, Sundale has been proud to provide the Kilcoy community with care and education opportunities at We Rock! Childcare Centre.

During the past few months, Sundale has been working in partnership with Nambour Christian College (NCC) early learners to design and deliver outstanding education and care programs.

As a result of this relationship, Sundale is delighted to announce the transfer of We Rock! Childcare to NCC early learners.

Pending Queensland Government approval, NCC early learners will take control of operations from late February 2020.

Importantly, the intergenerational programs Sundale has championed at We Rock! Childcare Centre and Aloaka Care Centre will continue.

The transfer will allow Sundale to fully focus on its core business - aged care, and its primary goal of delivering exceptional clinical care.

On another note, Sundale is thrilled to announce the appointment of three new Board members. Welcome Ian Hall, Sonja Walters and Steve Telburn to the team.

Finally, congratulations to McGowan and Bowder Site Manager Kim Richmond who recently celebrated her 50th birthday.

Kim was surprised with banners, balloons, posters and an amazing homemade chocolate cake by Clinical Nurse Ian Corney, which looked, and by all reports, tasted delicious.

Thanks, and appreciation,



Danielle Mackenzie
Sundale CEO

Royal Commission into Aged Care Quality and Safety

International systems and innovations indicate way forward for Australian aged care

New research on international systems and innovations in aged care has identified many opportunities for improvement in Australia, according to researchers at Flinders University.

The university and its research partners produced two major reports for the Royal Commission into Aged Care Quality and Safety that examine how aged care is delivered around the world and the types of innovative approaches used. The reports are available on the Royal Commission's website.

In Research Paper 2: Review of International Systems for Long Term Care of Older People, the authors examine aged care systems in 22 countries. The report uses available data and assessment of each country's aged care policies such as financing, accessibility and regulation. The authors note country comparisons are complex and require some judgement.

The authors point to Denmark and Sweden as countries likely to have good quality long term care systems. Both have government expenditure on long term care for older people greater than 4% of Gross Domestic Product (based on OECD data), whereas Australia spends around 1.2%. Both countries fund long term care through local authorities with federal grants and local taxes. Both focus on providing long term care in people's homes with a moderate proportion of care recipients in residential care institutions.

Australia's spending on long term care is among the lowest of the countries in the study. A relatively high proportion of Australia's long-term care recipients are in residential institutions (around 45%) while most other countries support a greater share of their long-term care recipients through home and community care. Staffing in Australia's residential institutions appears at the lower end of the range internationally, both for total staffing and nursing.

The level of accessibility to long term care in Australia was assessed as relatively high, along with Korea, Japan, the Netherlands, New Zealand, Sweden and Switzerland. Care recipients in these countries have an entitlement to care, are not means tested and can choose the type of provider. These countries vary in other ways, for example Australia scores less well than many for quality of coordination between long term care and other services including health care.

Australia predominantly regulates aged care quality through a single central agency using an inspection-based approach. Many other nations have multiple levels of responsibility for regulation of quality and many have a decentralised approach. Some countries, like Japan, Germany and Switzerland have a professionalism-based approach. An increasing number of countries use mandatory reporting and provide public data to empower consumer choice and drive improvements in quality.

Milestones

Hip, hip hooray to McGowan and Bowder Site Manager Kim Richmond, who celebrated her 50th birthday recently.

Kim was surprised with banners, balloons, posters and an amazing homemade chocolate cake by Clinical Nurse Ian Corney at McGowan, before a second round of celebrations at Bowder with residents and staff. Happy birthday Kim!



Congratulations to Stuart Fraser at James Grimes Care Centre who recently celebrated 20 years with Sundale – thank you Stuart!



Happy birthday to James Grimes Care Centre resident, Neville Walker who had 70 reasons to celebrate recently – congratulations Neville.

Hip, hip, hooray to McGowan's Marcia Smith who turned 76 on Australia Day. We hope you celebrated with lamingtons and pavlova.



The report notes the need to think of a care system from the social rather than just economic perspective and highlights some key areas where the authors consider that care for older Australians can be improved:

- Increasing support for home-based care and informal carers – more high-level Home Care Packages and more general leave provisions and financial assistance for informal carers.
- Increased involvement of local or regional authorities in the regulation and monitoring of long-term care services.
- Increased professionalism of the workforce, for example mandatory training or registration of care workers.
- Increased transparency in staffing levels.
- Mandatory reporting and public availability of quality of care indicators, which could include standardised assessments such as the InterRAI or Australian clinical quality registers.
- Better integration with the healthcare system to improve the management of chronic diseases including dementia.
- Stronger focus on rehabilitation and maintaining function to delay and avoid disability.
- Incorporation of principles of human rights in the aged care standards.

This article is courtesy of the Royal Commission into Aged Care Quality and Safety and the team at Flinders University.

We Rock! Childcare Centre

About NCC early learners:

At NCC early learners, our focus is on the care and learning of your child in a caring environment with professional educators. A place where family values are upheld and parents are welcomed.

Underpinning the educational framework is a nurturing environment where Christian values are shared and social interaction is encouraged between children. At such a young age, learning is largely a sensory experience. Unlike some early learning

centres strictly sticking to indoor and limited yard activities, Nambour Christian College early learners is known for its added value programs.

Through a curriculum of exploration and play-based learning, which is led by experienced teachers, Nambour Christian College early learners develops each child's natural abilities. Children come to understand important concepts, build self-confidence and discover the joy of learning – all before they've even reached school age.

Only 11 months until Christmas...

A belated Merry Christmas to the wonderful team at James Grimes Care Centre, who surprised care recipients with a special visit from Santa.

Thank you to The Shack who surprised residents at Woombye Gardens Caravan Park with Christmas presents, hampers and Christmas carols.



Rehabilitation Centre

After serious consideration and much deliberation, Sundale's Executive Leadership Team, with the approval of the Sundale Board has made the difficult decision to cease Rehabilitation Centre operations and close the Centre.

The difficult, but appropriate decision aligns with Sundale's recently adopted Strategic Plan which outlines a clear and considered roadmap for the next five years, which focuses on aged care.

Sundale will continue to provide Allied Health services to its care recipients at James Grimes, Bowder, McGowan, Palmwoods, Rotary and Coolum, with Rehabilitation Centre team members reassigned to work in specific Care Centres.

The closure will not affect services provided by the Sundale In-Home Care team.

Reasons

The Royal Commission into Aged Care means the sector is continually being scrutinised and the standard of care provided constantly assessed.

For a variety of reasons, including the way the industry, and more specifically, Sundale, may have operated in the past may not be sustainable in the future.

Sundale has invested significantly in improving services and the quality of care across the organisation in the past eighteen months. The organisation's renewed focus to high quality care for its residents and care recipients led to an organisation wide examination of the model of care Sundale provides and a detailed review of how we operate our facilities.

The comprehensive and necessary review determined Sundale will be unable to support areas of the business which are no longer economically viable.

In a more practical sense, the industry-wide shortage of Allied Health Professionals continues to make service provision extremely difficult. Appropriate, skilled and experienced clinicians are becoming more difficult to find.

As a consequence, and for the past six months, the Rehabilitation Centre has been unable to guarantee, from one week to the next, an appropriate continuity of service for customers.

For these reasons, Sundale has made the difficult decision, to cease this part of the business as a way of ensuring high standards of service delivery are maintained elsewhere in the organisation.

Transition

The formal Transition Plan for exiting out of the Rehabilitation Centre is now in place.

The Rehabilitation Centre is operating limited services to continue its objective of providing the best continuity of care it can through the Transition Plan.

The Rehabilitation Centre has engaged a local Allied Health Service providing company to assist in the delivery of the limited services.

Sundale will continue to work with consumers to find alternative care solutions for what happens when the Transition Plan finishes.

The Transition Plan is in place until 31 March 2020.

CELEBRATING WITH SUNDALE

Bowder residents at Nambour celebrated the New Year in style, with a party and a long lunch! (1-3)

While the team at James Grimes Care Centre celebrated with a team photo. (4)

Sundale's residents are a creative bunch.

At Aloaka Naomi Kunde known as Nao Kilcoy, displays sayings, quotes and funny jokes in the window of her room. (5,6)

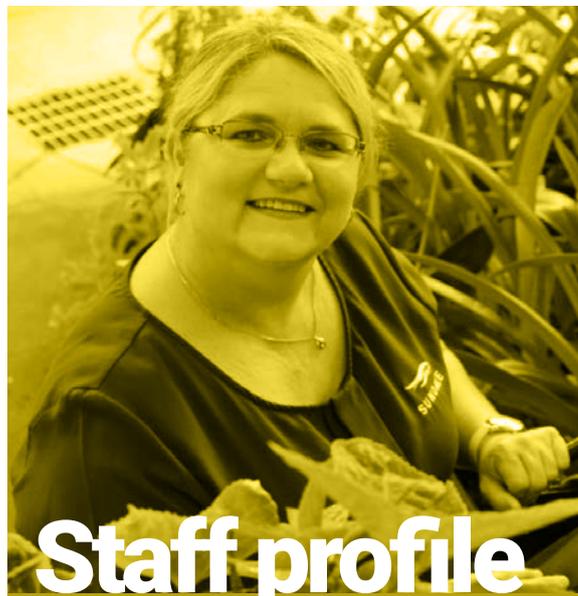
A massive thank you to the students at Kuluin State School for the invitation to attend their Christmas concert titled Christmas Grief in early January.

The residents (and staff) thoroughly enjoyed the performance. (7-9)



I AM NOT ARGUING I AM
SIMPLY EXPLAINING WHY
I AM RIGHT





Staff profile

NAME Katrina Kozlovic

POSITION Acting Facility Manager

LOCATION James Grimes Care Centre

HOW LONG HAVE YOU WORKED AT SUNDALE?
8.5 years

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Pink

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Canada

WHAT'S THE LAST BOOK YOU READ?
The Barefoot Investor by Scott Pape

WHAT ARE YOU PASSIONATE ABOUT?
Family

WHAT'S YOUR FAVORITE MOVIE?
The Notebook

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Zipline on a cruise ship

WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?
The Ranch

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?
A millionaire

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
Scrapbooking

WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?
My daughter, son, brother and passed brother

Welcome to Sundale

Sundale is delighted to welcome three new Board members to the team.

Pictured L – R during a recent tour of Sundale's headquarters is Ian Hall, Sundale CEO, Danielle Mackenzie, Sonja Walters, Steve Telburn and Executive Assistant to CEO & Business Support, Caroline Dixon.



Sundale Market Research

Thank you to Sundale's residents and care recipients who recently completed the Sundale market research questionnaire.

The first wave of market research focused on Sundale's Sunshine Coast locations, with a second wave of market research scheduled for Aloaka and Bindaree later this year.

We received 214 responses, which will allow Sundale to better understand its residents and care recipients and why they decided to call Sundale home.

In the coming editions, we'll be sharing some of the broad results and feedback.

Royal commission UPDATE

It's been more than 11 weeks since the scathing Interim Report released by the Royal Commission into Aged Care Quality and Safety was tabled in the Australian Parliament.

The report, titled Neglect, labelled the industry a 'sad and shocking system' and sent shockwaves through the sector.

Brutal assessments of the nation's aged care sector dominated the headlines in the aftermath, with media outlets revealing Australia's aged-care services are underfunded, mostly poorly managed and all too often unsafe and seemingly uncaring.

However, in the weeks since the release of the Interim Report and the initial wave of reporting, there's been very little commentary in mainstream media and few aftershocks.

As the sector awaits the Final Report, Sundale has continued to take quiet but deliberate steps which prioritise exceptional clinical care.

In the past few months we've improved structures to cater for the changing needs of clinical care and increased staff-to-resident ratios, so we remain a provider of choice and continue to support the residents and care recipients in our care, irrespective of their history, needs or circumstance.

Importantly, this commitment to exceptional clinical care and Sundale's implementation of the sector's new Framework and Standards has already been endorsed by the Aged Care Quality and Safety Commission.

Following a series of unscheduled visits at James Grimes Care Centre, Rotary Garden Village Care Centre and Coolum Waters Care Centre, assessors shared stories of best practice and glowing consumer feedback.

The assessors revealed how well Sundale is preparing for the future and praised the newly introduced and implemented care model which is improving the quality of life of our residents and care recipients.

This remarkable achievement is a great first step ahead of the scheduled November release of the Royal Commission into Aged Care Quality and Safety's Final Report.

The result would not have been possible without Sundale's incredible workforce who have embraced and celebrated change, in spite of the scathing Interim Report and the commentary that followed 11 weeks ago.

At Sundale we've also proactively re-invested in staff and identified 41 current and emerging leaders who have begun a Leadership Development Program.

The program is designed to empower staff and will help create compassionate, kind and considered leaders who will help me navigate the storm when the Final Report is released later this year.

Danielle Mackenzie

Sundale CEO



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sundale.org.au