



# Sundale Spotlight

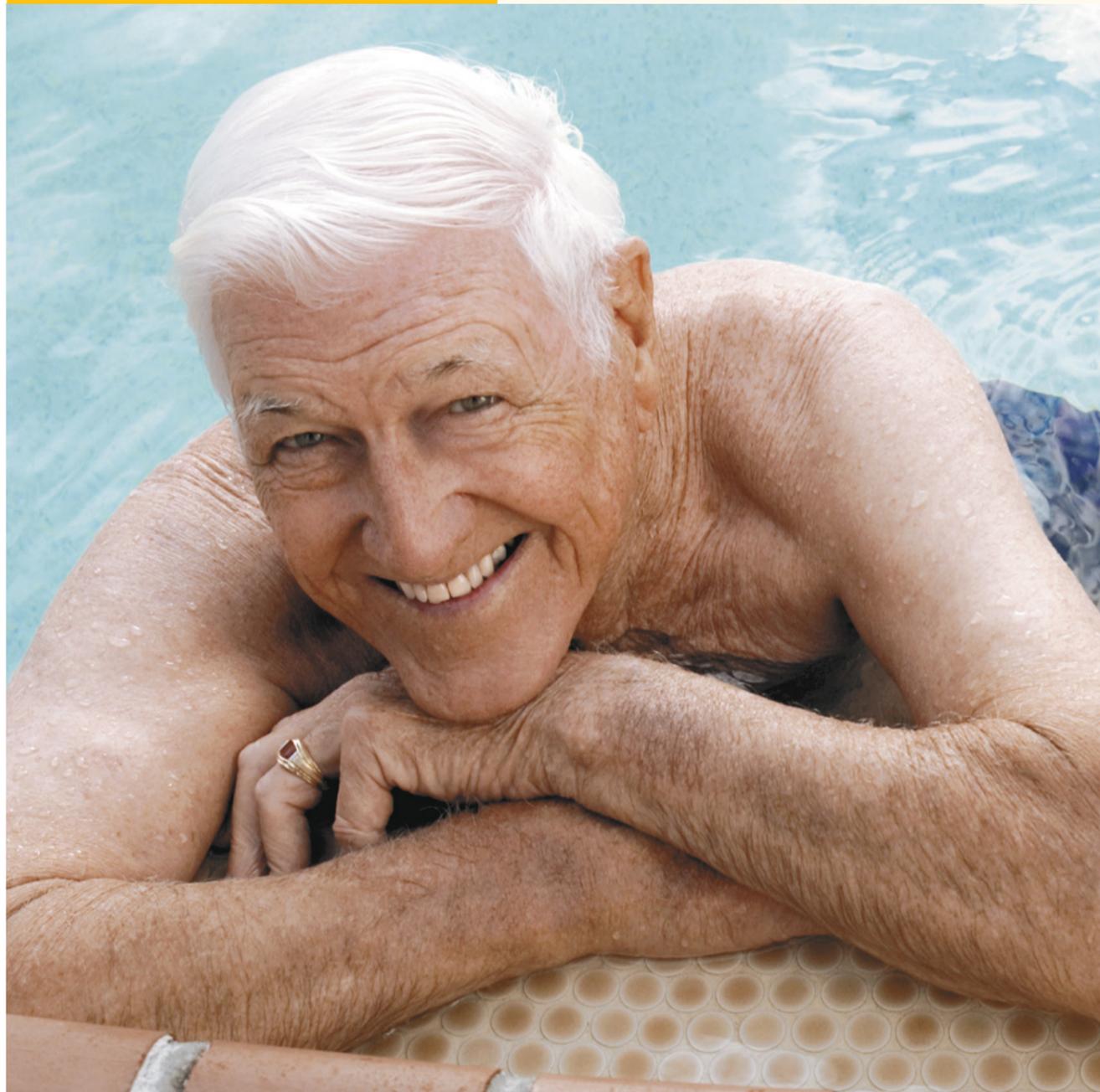
NO 4 | JULY 2019

The Voice of the  
Sundale Community.



# From the CEO's desk

Blink and the year will be over, that's how fast 2019 is going. However, the latest edition of Sundale Spotlight is an opportunity to pause and reflect on the past month.



The Royal Commission into Aged Care held a series of hearings in Darwin and Cairns in July which examined a range of rural and regional issues and the quality of life for individuals in care.

The most recent Background Paper, published by the Commission focused on advance care planning in Australia and discovered people aged 65-years and older are often ill-prepared if they become incapable of communicating as a result of accident, dementia, or illness, with only 3 per cent having a statutory advance care directive in place.

The Single Aged Care Quality Framework and Standards came into effect on 1 July.

The quality standards mandate a shift away from traditional models of care and require a dramatic transformation which prioritise quality care for consumers.

Sundale has been working alongside the residents in our care to ensure they understand the Charter of Aged Care Rights and the quality standards.

However, I'd love to hear your feedback. What are we doing well? What needs attention and what ideas you may have about improving the standard of care.

You can provide feedback in a range of ways, including:

- In person;
- By completing a feedback form located in the reception area of the Care Centre;
- By telling a friend, family member or other person who can act as an advocate;
- By asking a Sundale staff member;
- By sending me an email (danielle.mackenzie@sundale.org.au)

Sundale will stop and say thank you on Aged Care Employee Day on Wednesday 7 August.

The day is an opportunity to thank the 365,000 dedicated people who care for and support approximately 1.3 million older Australians who receive care and support services each year.

On behalf of all residents, I'd like to thank every single team member for their work, passion and commitment.

To coincide with Aged Care Employee Day, Sundale is offering staff the opportunity to visit its new head office at Currie St Nambour.

The move to Currie St will help streamline the organisation, with all non-site business staff at Nambour and Burnside relocating in late August.

Finally, make sure you have a look at the Celebrating with Sundale section, particularly the story about Rod Voller Care Centre and the students from Burnside State School.

Thanks, and appreciation.

Danielle

# Aged Care Royal Commission

The Royal Commission into Aged Care held a series of hearings in Darwin and Cairns earlier this month which examined a range of rural and regional issues and the quality of life for individuals in care.

The most recent Background Paper, published by the Commission focused on advance care planning in Australia and discovered people aged 65-years and older are often ill-prepared if they become incapable of communicating as a result of accident, dementia, or illness, with only 3 per cent having a statutory advance care directive in place.

The directives enable people to express how they want to be cared for, and ensure decisions and actions taken on their behalf are consistent with their goals, preferences and values, if they become incapable of making those decisions themselves.

Research on the uptake, benefits, issues and practices associated with advance care planning directives, as well as various arrangements in each state and territory, are briefly summarised in a background paper, Advance Care Planning in Australia, is available on the Royal Commission's website.

The paper reports:

- Advance care planning has been shown to reduce unnecessary transfers from a residential aged care facility to a hospital and decreases a person's level of worry and anxiety about their future;
- Advance care planning can have benefits for the person's family, by improving the family's understanding of the person's wishes and reducing stress, anxiety and depression in the surviving family by helping them prepare for a death;

- Advance care planning may decrease depressive symptoms among those diagnosed with dementia and is particularly relevant for those approaching end-of-life;
- Advance care planning has been shown to positively influence quality end-of-life care, increase compliance with a person's preferences for their end-of-life care and increase the likelihood a person will die in their preferred setting;
- A lack of awareness and understanding about advance care planning is one reason for low uptake of the directives, as is a general reluctance to discuss issues around cognitive deterioration, end-of-life and death.

In Queensland, a statutory Advance Health Directive directs substitute decision-makers and doctors about a person's wishes and preferences for medical treatment.

Queensland also has the option of a Statement of Choices. This is used in some Queensland health facilities, residential aged care facilities and general practices to support advance care planning conversations.

The statement can guide family and health care professionals when making medical decisions for a person that cannot make or communication their own decisions. The statement focuses on a person's wishes, values and beliefs.

A substitute decision-maker for medical related matters can be appointed under an Advance Health Directive, a substitute decision-maker for financial and/or personal and lifestyle matters is appointed under an enduring power of attorney.

## FIVE THINGS

to do to FIGHT THE FLU

1

GET VACCINATED



2

WASH your HANDS



3

COVER your COUGHS and SNEEZES



4

STAY HOME if you're sick



5

If you're concerned, visit your GP or call 13 HEALTH (13 43 25 84)



Queensland Government

# Single Aged Care Quality Framework and Standards

Caring for older Australians is an issue of national importance and is too important not to get right.

It's essential older and vulnerable Australians can access exceptional services, not just today, but into the future.

To make this vision a reality, Sundale is investing considerable time and resources to ensure it remains a provider of choice and continues to support the residents and clients in its care, irrespective of their needs or circumstance.

Sundale recently conducted an independent review, evaluating the quality of care being provided which allowed residents, staff, volunteers and clients to share their valuable thoughts and insight.

The process allowed Sundale to identify what's working and what needs attention, including the following four priorities.

- An improved structure to cater for the changing needs of clinical care;
- Reinvesting in staff, and
- The refurbishment of facilities.

Pleasingly, the review re-energised the entire workforce and brought about a renewed focus on excellence in clinical care, which complements the new Single Aged Care Quality Framework and Standards which were introduced on 1 July.

The quality standards mandate a shift away from traditional models of care and require a dramatic transformation which prioritise quality care for consumers.



Sundale is committed to providing services which exceed expectations and ensuring every person is treated with dignity and respect.

## 1. CONSUMER DIGNITY AND CHOICE

We support you with the choices you make about your care and your personal and social life. At Sundale, we embrace the identity, culture and diversity of all people.

Sundale will ensure that the organisation has a culture of inclusion and respect for consumers; and to exercise choice and independence; and respect consumers privacy.

## 2. ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

We provide safe, high quality care to all individuals. We take seriously the trust that you have placed in us to look after you or your loved one. Sundale will undertake initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumers' needs, goals and preferences.

## 3. PERSONAL CARE AND CLINICAL CARE

We provide and deliver safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

## 4. SERVICES AND SUPPORTS FOR DAILY LIVING

We provide safe, effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life. Our comprehensive range of services enable all individuals to optimise their independence, health, well-being and quality of life.

## 5. ORGANISATION'S SERVICE ENVIRONMENT

We provide safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

## 6. FEEDBACK AND COMPLAINTS

We listen. Our ongoing consumer, staff and community engagement enables us to continuously improve the quality of care and services we provide. We regularly seek input and feedback from consumers, carers the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## 7. HUMAN RESOURCES

We care. We understand that people are our greatest asset. We ensure we have a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

## 8. ORGANISATIONAL GOVERNANCE

Sundale's governing body is accountable for the delivery of safe and quality care and services.

We have been working alongside the residents in our care to ensure they understand the Charter of Aged Care Rights and Aged Care Quality Standards.

However, we'd love to hear your feedback about the quality standards, what we're doing well, what needs attention and any ideas you may have about improving the standard of care and services Sundale delivers.

You have several ways of providing feedback:

- In person;
- By completing a feedback form located in the reception area of the Care Centre;
- By telling a friend, family member or other person who can act as an advocate;
- By asking a Sundale staff member;
- By sending an email to [danielle.mackenzie@sundale.org.au](mailto:danielle.mackenzie@sundale.org.au)

# CELEBRATING WITH SUNDALE

Sundale's strength is the residents and clients in its care and its hard working and dedicated employees, many of whom have celebrated milestones in the past month.

Sharing is caring, and it's only fitting we share this wonderful moment when Sundale's Robyn Nix received an unexpected visit from her daughter and grandson, Kurt. (1)

Residents at Coolum Beach Retirement Community recently caught the travel bug at a special morning tea organised by Sundale staff and Coolum Cruise & Travel. More than 35 residents discovered the latest holiday hotspots and the perfect destinations to escape the winter cold. (2,3)

Rod Voller Care Centre hosted some very special visitors recently, students from Burnside State School. Both generations swapped stories about toys, including models of yesteryear and the latest digital gadgets.

As a thank you, the students presented the residents with handmade flowers as part of a lovely morning tea. (4,5)

To celebrate Men's Health Week, Sundale's Coolum Beach residents were treated to a motorcycle morning hosted by John Lear, a current resident and former police officer.

John arrived in full leathers riding a Boulevard 1700, the same bike he and his wife Jill used to ride around Australia.

Sundale carer Dan Stanton cooked the BBQ and arrived on his Suzuki V-Strom 650.

Men's Health Week is designed to provoke thought and discussion about what needs to be done to improve the lives and health of men and boys, and works on the understanding the best people to improve men's health in Australia are those who live, work and play alongside men and boys in communities around the country. (6-8)



Congratulations to Sundale Clinical Resource Nurse Emily McLennan who recently gave birth to a healthy baby boy, Rhys. (9)

A sad goodbye Sundale's Learning and Development Trainer, Julie White. (10)

Sundale was inundated with questions and queries at the recent Retirement Village Expo held at Maroochydore.

Sundale's gorgeous pamper hamper was also very popular. Congratulations to Jan, the lucky winner. (11)

We're unsure if it's allowed, but apparently some Sundale staff supported the Blues in the recent State of Origin. (12)



## Staff profile

**NAME** Sue Kropp

**POSITION** Administration Officer

**LOCATION** Rod Voller Care Centre

**HOW LONG HAVE YOU LIVED/WORKED AT SUNDALE?**  
24 years

**WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?**  
Gwen Steffani

**WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?**  
America

**WHAT ARE YOU PASSIONATE ABOUT?**  
My family and travelling

**WHAT'S YOUR FAVORITE MOVIE?**  
Grease

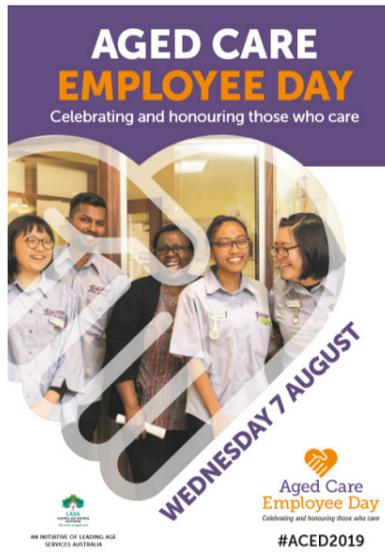
**WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?**  
Climbing the Statue of Liberty and I'm claustrophobic

**WHAT ARE YOU CURRENTLY WATCHING ON NETFLIX?**  
Grace & Frankie

**WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?**  
A millionaire, don't care who.

**WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?**  
I'm really good at remembering dates, times etc.

**WHICH FOUR INDIVIDUALS, LIVING OR DEAD, WOULD YOU LIKE TO EAT DINNER WITH THE MOST?**  
Elvis Presley, Liam Neeson, Barack Obama, Sofia Vergara (and the cast of Modern Family)



## AGED CARE EMPLOYEE DAY

Sundale will stop and celebrate Aged Care Employee Day on Wednesday 7 August.

The day is an opportunity to thank the 365,000 dedicated people who care for and support approximately 1.3 million older Australians who receive care and support services each year.

On behalf of all residents, Sundale Spotlight would like to thank every single team member for their work, passion and commitment.

To celebrate Aged Care Employee Day, Sundale will host a series of morning teas throughout the network.

## ON THE MOVE

Sundale will have twice as many reasons to celebrate on Wednesday 7 August.

To coincide with Aged Care Employee Day, Sundale is offering staff the opportunity to visit its new head office at Currie St Nambour.

The move to Currie St will help streamline the organisation, with all non-site business staff at Nambour and Burnside relocating in late August.

This means Administration and Support teams who are currently based at multiple locations and separated from their direct managers will be under the one roof, boosting efficiency and further creating a culture of team-work, open communication and collaboration.

## In profile: Catering

Have you ever wondered why Sundale's chef prepared meals are so delicious, or where they source their inspiration?

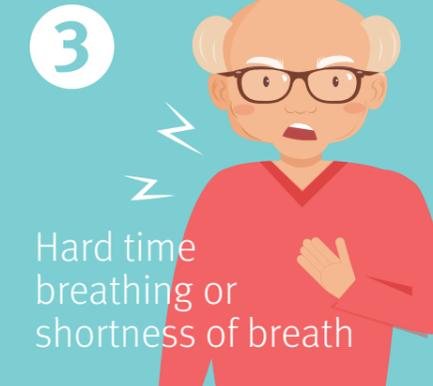
It turns out Sundale's Catering Team is a multicultural melting pot, with the diversity reflected in its food.

- Marjorie Bardon – Philippines
- Amporn Chanfu – Thailand
- Pamela Freitag – Chile
- Lucy Joseph – Papua New Guinea
- Wandee Phanit – Thailand
- Prince Punnoose – India
- Joe Varghese – India
- Uwe Gessner – Germany



# INFLUENZA

Common signs and symptoms of influenza in **THE ELDERLY** can include...



The elderly do not always have typical flu-like symptoms such as fever, and may present with symptoms like increased levels of confusion or worsening of medical conditions such as heart failure or chronic obstructive pulmonary disease.

The health of an elderly person can change rapidly. If you are concerned call your GP or 13 HEALTH (13 43 25 84).



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