



A MESSAGE FROM THE CEO



Autumn is here, and it's hard to believe we are well into 2023. What changeable weather we had in summer, so warm autumn breezes will be a welcome change, giving us some relief from the summer sun. I'm sure we all have high hopes for a

healthy, safe and happy 2023, sharing special times with loved ones and, most of all, being face-to-face and making new memories.

Spirits are high here at TTHA, with new hopes and dreams for the coming year. Our staff have returned from a well-earned break,

fresh, positive frame of mind. Our lifestyle team has new enthusiasm and is excited to roll out new activities that will cater to all interests and abilities. The monthly lifestyle calendar is emailed to all families and given to residents encouraging them to participate in activities of their interest.



Preparations are now well underway for another exciting year ahead. Gus, our Chef, has prepared another delicious seasonal menu and appreciates the feedback on the cuisine. So please pick up a copy of our menu in reception on your next visit to peruse the delectable delights. Our Kitchen and Lifestyle teams delight in pairing special days on the calendar and events with our cuisine. So be sure to get a copy of our Lifestyle calendar to view which cultural events we celebrate and the delicious cultural fare offered.

Australia day is a perfect example of one of these events. Our Lifestyle and kitchen teams hosted an Australia Day BBQ where a delicious array of food was shared while enjoying the company of friends. Cultural decorations and music always accompany these events adding to the atmosphere.

We also couldn't help but share the love on Valentine's Day. While romance and the aroma of red roses filled the air, our residents were delighted with a romantic movie, entertainment with a glass of wine or a beer, and some delicious sweet treats. It's always wonderful to see our residents get involved in these activities, bringing them so much joy and lots of smiles.



While we love our food, outings and celebrations, we must also address the more formal activities. We held our Independent Living Units' and Residents and Representatives' meetings quarterly. We encourage our residents and their representatives to come along, be involved, contribute and hear about what's happening around TTHA.

We want to express our immense gratitude to the TSA ladies' craft group members for their generous donation, which has enabled us to purchase a new pool table. This beautiful slate table greatly contributes to creating a space for our men's group and the overall leisure options available to all TTHA consumers.

As a jam-packed summer drew to a close with many activities, including pet therapy sessions, residents' outings and many choirs, plans for autumn are certainly well underway, and it's going to be a busy season!

Autumn brings some of our favourite celebrations, including Mother's Day; we always love spoiling all the mothers at TTHA. They are made to feel special with gifts and treats on the day. International Nurse's day and National Volunteer's day are also a time of appreciation for all the beautiful carers and volunteers who give so much time and share so much love. Anzac day is always a moving reflection of remembering those we have lost and those we wish to remember. St Patrick's Day will also be celebrated in autumn, with some vibrant entertainment, delicious nibbles, and flamboyant dress-ups to bring a smile to everyone's faces.



If you have visited the home recently, you may have noticed some changes to the building. We are demolishing the old Tabulam wing, making way for independent living units, a new ILU clubhouse and office space for the growing community team.

The demolition of the Tabulam wing will be complete by the end of March. Part of this project included removing all furniture in the

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Tabulam wing. We are pleased to announce that truckloads of old furniture out of Tabulam were donated to a worthy cause. The charity organisation was very grateful for TTHA's generosity. The Rotary Club of Prahran provides furniture to homes for women to leave their relationships and are housed in unfurnished government dwellings. This program is known as the RIMERN Project (Royal Inner Melbourne Emergency Relief Network). Thank you to all staff who assisted in making this donation possible.

In December, we were excited to celebrate our staff Christmas party. The staff Christmas party is an opportunity for our team to get together, celebrate the year's successes and receive awards for years of service and shining stars.



Monique



Naomi

Our shining star awards celebrate staff members who have shown the shine principles of - 'be aware', 'be brave', 'be at your best', 'be happy' and 'be innovative'. These principles are the core set of principles our staff show daily. I want to take this opportunity to congratulate Cerie Saunders, Monique Davidson, Naomi Stangherlin, Rachel Condon and Susi Richter, who were awarded shining star awards as voted by their peers. Well done to all award winners, and keep on shining every day!

When you visit us next, please drop by our Café, and enjoy alfresco dining in our beautiful outdoor area, always drenched in sunshine. We are now licenced to serve beer and wine, and we encourage you to stop by and take a look at our wine and beer menu.



Cerie



Rachel



Susi

If you would like to make a home care, residential aged care or retirement living enquiry, don't hesitate to contact us at (03) 8720 1333 or visit our website, www.ttha.org.au and for home care, www.accenthomecare.org.au. Our very experienced staff are there to answer your questions and assist you along the Journey.

Have a magnificent autumn, everyone!

Eva Simo - CEO



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QUOTE OF THE SEASON



CHANGING SEASONS CAFE

Changing Seasons Cafe is open from 9 am to 3.30 pm, Wednesday to Friday, Saturday and Sunday from 9 am to 4 pm. We have a new seasonal menu, and we now serve beer and wine; we look forward to serving you! www.ttha.org.au/changing-seasons-cafe/. Or 'like' the Changing Seasons Cafe Facebook page @ChangingSeasonsCafe.



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA and Accent Home Care seek for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au or apply online at www.ttha.org.au/careers.



ACCENT HOME CARE



The hot days of Summer are now behind us as we embrace the change of seasons and the start of Autumn. A change of seasons does not impact on our work at Accent Home Care. We support hundreds of older adults and their carers by

delivering quality in-home and community care. Supporting others to thrive is our passion and our drive.

Welcoming Sue Nursey to the Accent Home Care Team



I am delighted to announce that Sue Nursey has joined the team. Sue is the new Quality Manager for Accent Home Care and the Education Manager for all TTHA. Sue is a Registered Nurse with a clinical background in critical care and aged care. As a nurse educator, Sue has worked at universities and in the vocational education and training sector. Sue's knowledge in acute and aged care have given her the practical experience to understand the educational needs of staff who care for older adults. Being fortunate to have worked

with several leading healthcare providers, Sue now brings this knowledge to TTHA. Sue looks forward to supporting the Accent Home Care Team and all staff at TTHA to deliver the best quality care to our residents and home care consumers. Sue is passionate about quality care, ensuring the best possible outcomes for those we support.

Commonwealth Home Support Programme

From January 2023, Accent Home Care commenced providing Commonwealth Home Support Programme (CHSP) services for Personal Care, Domestic Assistance and in-home Nursing. During January 2023, we have also extended the CHSP Social Support Group to include a Friday group. With many local councils moving away from delivering CHSP services, we are delighted to be able to assist people in need with in-home and community care. If you or someone you know would like to receive an Accent Home Care CHSP service, please get in touch with My Aged Care to determine your eligibility by telephoning 1800 200 422 (Freecall) Monday to Friday from 8.00 am to 8.00 pm or on Saturday from 10.00 am to 2.00 pm, otherwise visit the My Aged Care website at: <https://www.myagedcare.gov.au/> If you are eligible, they will provide you with a referral code and contact Fiona at our office to commence the service you are approved for, which may be personal care, domestic assistance (cleaning), in-home nursing, or joining the social support group.

Redesigning Home Care

Nearly one million people are receiving in-home aged care services. These include CHSP, HCPs, Short Term Restorative Care Programmes and Residential Respite. These services are designed differently and have varied eligibility assessments and inconsistent

fee structures. They are complex for the public to understand and challenging to navigate through. The Royal Commission recommended that existing programs be consolidated and simplified into one aged care program with one eligibility criteria and one assessment process to improve accessibility, choice, and inclusion. The new in-home aged care program is anticipated to commence in July 2024. Accent Home Care will inform those interested in these changes once we obtain details from the Australian Government and the professional industry bodies we hold membership with, such as the Aged & Community Care Providers Association (ACCPA). If you are eager to know more about the future of in-home aged care, visit the Department of Health and Aged Care's website and download the document titled 'A New Program for In-Home Aged Care Discussion Paper' otherwise, contact the Accent Home Care office, and we will assist you.

Until next time, keep well and don't hesitate to contact the Accent Home Care Office if we can assist. You can reach us by calling (03) 8720 1338 or emailing [Accent services@accenthomecare.org.au](mailto:services@accenthomecare.org.au)

Best regards

Nick Grakini
General Manager Community Services

SOCIAL SUPPORT GROUP AND CARER OUTINGS

Our Social Support Group have so much fun together, visiting gardens, galleries and beautiful restaurants. We recently booked a visit to the Lume on special requests from our clients. All clients were in awe and could have stayed hours. We then walked across to the Munich Brauhaus for lunch, which served everyone a hearty German lunch. Our clients were delighted and satisfied on this beautiful sunny day.

We have been blessed with some stunning sunshine lately, which our Social Support group is pleased about! We recently visited St Kilda, starting the day at the sandbar in St Kilda, having morning tea and walking along the beach and promenade. Then our clients enjoyed a scenic drive back to the St Kilda Pier along Auckland street, eating ice cream in the sun. We sought out a favourite restaurant, Little Hof, at South Melbourne market for lunch, where we enjoyed some lovely German food. We had thrilled clients who commented it was the perfect day out.

Another fun outing for our Social Support group in the beautiful sunshine was a recent visit to the Studley Park Boathouse. Clients enjoyed morning tea while feeding the very friendly ducks and geese; before moving on to the Fairfield Boathouse for a lovely lunch by the Yarra river.

Our groups love getting out and about, and a recent visit to Mt. Donna Buang proved to be a winner! On their trip to Warburton, our clients began by stopping to purchase fresh eggs at the local chicken farm. Morning tea was enjoyed locally in Warburton; from there, they ventured up to Mt. Donna Buang and stopped



For every friend you refer to Accent Home Care, you will receive one of the following tokens of appreciation once they have signed up with us.*

 \$100 GIFT VOUCHER	 2 FREE HOURS OF SERVICE^A	 \$100 GOLD CLASS VOUCHER
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Refer as many friends as you wish and keep being rewarded.
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^ATo the value of \$100. Terms and Conditions apply. Speak to Accent Home Care for more details.

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or email us at: homecare@accenthomecare.org.au

for the rainforest gallery walk, which was quite the highlight for everyone. Lunch was enjoyed at the Alpine restaurant.

Our carer's respite-funded outings have been so successful, giving some much-needed respite to the beautiful carers in our community. Outings have included visits to the theatre, stage shows and delicious lunches. Accent Home Care will run another Carers Respite Funded outing at the end of March (all details will be publicised soon). This will be our 6th special outing, and we hope to book a day out for lunch on a Yarra river cruise! If you or a loved one would like to attend the next carer's outing, please get in touch with us at ttha@ttha.org.au.

If you or a loved one would like to join one of our social support groups, please contact a member of our caring staff at 87201338.

We hope you enjoy these photos from our recent outings!

Have a lovely autumn, everyone.

Susi and the Social Support Group Team



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CLINICAL UPDATE



Lots have been happening in the care team!

We have created the new role of 'Complex Care RN', who oversees our residents' complex

clinical care needs, such as wound management, pain management, and catheter and stoma care. We are excited to announce that Monique has commenced in this role and will be on the floor Monday to Friday from 10 am to 6 pm.



Monique

Based on resident needs, the rostering hours continue to be reviewed and increased. We have added an Enrolled Nurse to the roster in Sarona lower and increased hours in the afternoon in Otto Lobert to assist with sundowning and resident engagement. We have also added hours in the morning in Sarona Upper and continue to review our staffing. This includes ongoing onboarding of staff to allow for leave coverage and decrease agency usage, giving residents familiar faces to look after them.

Star Rating:

The Royal Commission into Aged Care Quality and Safety had previously recommended

developing and publishing Star Ratings based on measurable information.

As of December 2022, The Department of Health and Aged Care, in consultation with the Aged Care Quality and Safety Commission, has developed a star rating for all residential aged care facilities to help older Australians and their families to compare the quality and safety performance of different services. The overall star ratings are:

The overall Star Rating is based on the four sub-categories:

- **Compliance** – based on non-compliance decisions made by the Aged Care Quality and Safety Commission reported daily.
- **Residents' experience** – at least 10% of older Australians living in residential aged care homes are interviewed face-to-face about their overall experience at their residential aged care home by a third-party vendor annually.
- **Staffing minutes** – derived from reporting under the Quarterly Financial and Annual Financial reports, case-mix adjusted through the Australian National Aged Care Classification and reported quarterly.
- **Quality Measures** – data on five existing quality indicators (pressure injuries, physical restraint, unplanned weight loss, falls and significant injury, and medication management) reported quarterly.

TTHA is one of the 90% of providers that received a 3-star or above rating. We are proud to announce we have a 5-star rating for our compliance, and the areas of improvement identified include Resident Experience Survey and Staffing Minutes.

We have since January 2023 commenced conducting 10% residential Experience surveys internally each month by senior clinical and quality staff. This is to assist us in identifying any

areas of concern we can address immediately and ensure the residents are familiar with the questions asked.

The staffing minutes align with the My Aged Care recommendation based on the ANACC assessments conducted by the Department representatives. Since December 2022, we have added a Complex Care RN to our team to assist with the complex care needs of our residents and additional carer hours across Otto Loebert and Sarona, where data analysis and feedback have identified extra hours are required. Based on resident feedback and the My Aged Care recommendation, we continue to review our staffing and implement change as needed. We plan to implement a Clinical Care Coordinator to provide Clinical support on Saturdays, additional registered nursing and personal care hours where required.



We have had two COVID outbreaks in the past few months and would like to thank all residents, representatives, staff and GPs for their support and understanding. We continue to report on staff and resident COVID vaccination statistics to the Commonwealth Department of Health as a requirement and encourage all residents to ensure they have received their booster vaccinations.

We ask all visitors and staff to ensure they do not attend TTHA if they feel unwell, that they complete a Rapid Antigen Test (RAT) with a negative result before entering the home and complete an attestation using the QR codes so that we can ensure accurate contact tracing if needed. Once onsite, please ensure an N95 mask is worn at all times while indoors in residential areas; masks can be removed to enjoy a drink or a meal on the external balconies, in the outer courtyard or our café, ensuring physical distancing is maintained if possible. If you feel unwell post attending the home, we ask that you contact us and let us know as soon as possible so that we can ensure testing and monitoring to avoid spreading the virus.



Sara Rupenovic
Director of Care



LIFESTYLE UPDATE

Spring Racing Carnival

On Friday, the 4th of November, residents and staff at TTHA donned their race-day best to celebrate the spring racing carnival and revel in the results of the race that stops the nation. The day kicked off with the delivery of horse racing-inspired activity packs and a viewing of the inspirational film "Ride Like a Girl", based on the true story of the first female Jockey to win the Melbourne Cup, Michelle Payne. The afternoon's much anticipated Happy Hour was welcomed with the echo of laughter as our resident fashionistas took turns strutting their stuff on our fashions on the field catwalk. After a leisurely afternoon of good food, fashion and great fun, the celebrations ended with the crowning of our Cup sweep winners.



Arabic Language Day

On Friday, the 16th of December, TTHA hosted the first of our to be annual Arabic Language Day celebrations. Staff donned traditional dress as participating residents became immersed in the middle east through language, film, music, dance and an armchair travel adventure to Palestine. The afternoon came to a close with a delicious feast of ethnic eats consisting of Kebabs, Falafel and hummus and an opportunity for our Templer residents to reminisce of years spent living in the Holy land.



Advent Activities

Residents and staff at TTHA enjoyed advent with a variety of fun activities, including Christmas cooking classes, art & crafts, St Nikolaus day celebrations, carol singing, pet therapy visits from Santa's little helper (Daisy), armchair travel sessions exploring Xmas traditions around the world and a visit from the German Evergreen Ladies choir.

Here are some happy snaps of our December festivities for your enjoyment.



Residents Christmas Party

"It's not what's under the tree that matters; it's who's gathered around it". On Friday, the 23rd of December, TTHA radiated Christmas spirit; the halls were decked in a sea of red, green and glistening gold. Residents gathered to enjoy their annual Christmas party luncheon, carols were sung, and dances were had between mouthfuls of a delicious festive feast.

Soon the singing gave way to laughter as a familiar-looking skinner than usual, Santa made his entrance with tokens of Christmas cheer to share.



Christmas Lights

One of our favourite activities at TTHA during the festive season is our Xmas light tours. Each year a group of lucky residents board the bus and venture around local streets, reminiscing about the time spent living in the community and searching for the glimmer of Christmas lights and the sound of Mr Whippy. The locals have learnt to expect us and accommodate residents aboard the TTHA bus by ensuring that the view of their houses is clear and timing the theatrics of their displays with the arrival of our bus. We appreciate the communities' efforts to make Christmas a little more magical!



Christmas Eve Dinner & Gifts

Twas the night before Christmas, when all through the home, not a creature was stirring, not even a mouse;
The stockings were hung by the chimney with care, hoping the international volunteers and Lifestyle staff would soon be there.

Residents at TTHA were delighted to receive a visit from our Lifestyle Coordinator and international volunteers on Christmas eve, who came bearing gifts and Christmas cheer. Tables were set for a festive feast, and hampers of goodies were left for staff and residents to enjoy as the evening unfolded.



New Year's Eve Celebrations

We welcomed 2023 with open arms, champagne glasses clinked, and decorations glistened in silver and gold as our favourite singing duo, Leslie and Ray, took to the stage.



Australia Day

In true Aussie spirit, January was jam-packed with events celebrating Australia day, from screenings of classic Australian films, themed arts and crafts, a visit from Animals on the Move with their native bushbabies to a delicious BBQ cooked on our lovely balcony overlooking views of the Dandenong's. Dining rooms exuded Aussie patriotism as residents enjoyed relaxing with friends and basking in the glorious summer sunshine, beer in hand.



Stay safe, everyone!
Elise and the Lifestyle team



KITCHEN UPDATE



Greetings from the kitchen team,

With the success of all the Christmas celebrations now being over, we have introduced

the summer menu. Residents have received this well, and they are enjoying the new dishes.

Ros-An, a long-time kitchen employee, has been promoted to the second chef in charge; most residents know him for his polite and gentle ways, a well-deserved promotion!

This year, many exciting events are happening; we celebrated Chinese New Year with spring rolls, homemade pork, and chive dumplings.

Valentine's day was a fun celebration with residents enjoying choc top ice creams and red cupcakes for all the romantics.

The café has been approved for a liquor license; we serve beer and wine. Please let the café staff know if you want to see any other alcohol on the menu, perhaps something stronger!

Lastly, the café menu has had a few updates; we are now serving pancakes with berry compote and vanilla ice cream and pulled chicken burritos, to name a few. Be sure to visit us soon!

Gus & The Kitchen/Cafe Team



French Onion Chicken



Chicken Schnitzel and Mash Potato



Pavlova and Summer Berries



Panna Cotta and Raspberry Sauce



TAX DEDUCTIBLE DONATIONS!

I enclose a cheque for: \$10 \$30 \$50 \$100 Other: \$ _____

I would like to make a cash donation of: \$10 \$30 \$50 \$100 Other: \$ _____

Credit card donations are available at reception; please call 8720 1333 for more information.

TTHA IS A NON-PROFIT ORGANISATION. DONATIONS OF \$2 AND OVER ARE TAX DEDUCTIBLE

Your donations will significantly contribute to TTHA's commitment to improving the lives and well-being of our residents through activities, resources and the ongoing development of our facility and services. Your contribution will make a difference.

Mr./Mrs./Miss/Other _____

Name _____

Address _____

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Donate directly online - www.ttha.org.au/give-now

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Make a difference – Leave a gift in your will.

A bequest is a gift made as part of your will. It may be money, shares, property or other valuable items. In addition to leaving a gift in your will to family and other loved ones, we invite you to consider a gift to TTHA in your will. With a legacy donation, you will give a helping hand to the residents of TTHA who need it most. Your bequest will make an unforgettable difference to our facility, ensuring you enrich the lives of those living at TTHA. We welcome the opportunity to discuss how your financial support can make a difference to TTHA and how you wish to be remembered.