



A MESSAGE FROM THE CEO



Winter has arrived, with icy winds and cooler temperatures seeing us spending more time indoors enjoying our winter activities. The winter breaks of sunshine have allowed for some outdoor exercise and scenic drives while

providing some beautiful views from the large windows at TTHA. Warming soups and comfort foods have been on the menu, warming the soul and providing the winter comfort we all crave at this time of year.

With the colder weather we find ourselves craving the warming and heartier meals which provide comfort so we are excited that our new winter menu has just been released with some seriously tasty choices for all appetites and dietary requirements.



The deliciously new and seasonal winter menu introduces a vast array of new dishes while keeping the traditional German fare and favourites for all to enjoy. I'm excited for the hearty new menu and am looking forward to tasting the beef hot pot and the salmon in a creamy caper sauce. Desserts are my favourite so I do look forward to trying the apple and rhubarb crumble and the red jelly with berries, delicious! The new menu is on display in A3 size at the entrance of every dining room for easy access for our residents and families to peruse.



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 also to view all of the upcoming exciting events we are celebrating and the delicious fare which will be paired. A favourite here at TTHA is our happy hours where we pair entertainment with some delicious finger food prepared by our kitchen.

The TTHA Shine 1st Birthday is the perfect



example of pairing special celebration cakes with a special day. TTHA was delighted to celebrate the 1st birthday of our Shine model of care. Twelve months ago, we created and implemented our Shine principles to drive a positive, safe and happy environment for both residents and staff. Our Shine principles, created in conjunction with Dementia Australia include 'Be Happy', 'Be Aware', 'Be Innovative', 'Be At Your Best' and 'Be Brave'. Residents and staff enjoyed complementary coffee and cake for the day, while residents were entertained by Leslie and Ray for a special Shine happy hour. Keep on shining everyone!

St Patrick's day is another favourite day here at TTHA and we were delighted we could get together to celebrate this year. St Patrick's Day happy hour was held in Sarona. Frank Lee Darling serenaded our residents during happy hour while beer, wine, hot food and a special themed St Patrick's Day cupcake was shared. Residents enjoyed getting gold out of a rainbow pinata.



Our Easter celebrations are always a treat with a special visit from the Easter bunny, a hot cross bun afternoon tea, happy hour celebrations and our Easter Chocolates and raffle which always bring a smile. Reception is always a buzz when these events are on with colourful



decorations, staff and residents purchasing their imported Easter treats and raffle tickets. We would like to congratulate the winners of our Easter raffle; we hope you enjoyed sharing your Easter baskets. I would also like to thank Bakers Delight Boronia Junction who donate over 170 hot cross buns for our Easter treats.

International Nurses Day is a wonderful event here at TTHA where we stop, thank and celebrate all of the wonderful nurses, carers



and staff here at TTHA who go above and beyond every day, especially in recent difficult times. International nurses' day was celebrated in the new café with the cutting of a delicious cake, free coffee and a gift for all to say a special thank you from us all.



We are excited to formally announce that Changing Seasons Café is finally open and welcoming residents, staff, families and the public in for meals and hot drinks. The breakfast and lunch menu has been really well received with some delicious meals catering for all tastes including burgers, quinoa super bowls, eggs benedict and fish and chips just to name a few.

For those in a hurry there is a vast array of fresh sandwiches, cakes and toasties to keep your cravings at bay while keeping you moving. There are weekly specials, recently pancakes and lasagne and chips were on sale for \$10.00 each. There are also monthly specials to take a look at. We encourage you to come in, meet our café chef Nick and trained baristas and enjoy the fare on offer. To stay informed on the café specials, please 'like' the café facebook page <https://www.facebook.com/ChangingSeasonsCafe>

Winter brings some fantastic celebrations which we usually enjoy with our Friday Happy Hour. Residents love our themed days and dressing up. Some highlights of our winter events include Queens Birthday, Red Nose Day, Christmas in July, Cancer Council afternoon tea, International Beer Day and Indian Cultural Day just to name a few. These events will be celebrated with vibrant entertainment, delicious cuisine as well as some Flamboyant dress-ups to bring a smile and a laugh to everyone's faces.



As another wonderful and exciting season begins, we would like to invite you to come in and talk to us about your own or a loved one's aged care requirements. If you or a loved one wants to stay at home longer and needs some extra support, why not give our Home Care team a call and see how we can help you with gardening, cleaning, personal care, medication management or social and emotional support. Our very experienced staff are there to answer all of your questions and assist you along the journey. If you would like to make a Home Care inquiry or for any of the services TTHA provides please contact us on (03) 8720 1333 or visit our website (www.ttha.org.au).

Stay warm this winter!
Eva Simo – CEO



SHINE 1st BIRTHDAY

TTHA was delighted last week to celebrate the 1st birthday of our Shine model of care. Twelve months ago, we created and implemented our Shine principals to drive a positive, safe and happy environment for both residents and staff. Our Shine principals, created in conjunction with Dementia Australia include 'Be Happy', 'Be Aware', 'Be Innovative', 'Be At Your Best' and 'Be Brave'. Residents and staff enjoyed complementary coffee and cake for the day, while residents were entertained by Leslie and Ray for a special Shine happy hour. Keep on shining everyone!



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QUOTE OF THE SEASON



CHANGING SEASONS CAFE

Join us for breakfast or lunch at Changing Seasons Cafe, Wednesday to Sunday, 7.30am to 3.30pm. For weekly and monthly specials please visit <https://www.facebook.com/ChangingSeasonsCafe>



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA is currently looking for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au



ACCENT HOME CARE



It can be daunting for some people to find a reliable and reputable provider of a Home Care Package. We see quality care as a basic human right, however, to find someone who understands your needs can be challenging. Not all home care providers are

created the same, with some lack of experience, and others have complex fee structures. This is where Accent Home Care is different.



As a community based, not-for-profit provider of Home Care Packages, Accent Home Care's focus is on supporting people in our community to flourish and maintain their independence. As TTHA has a history of providing residential aged care since 1972 and Home Care packages since 2007, we are well experienced in providing quality care. For these reasons, we regularly have consumers from other Home Care Package providers transfer to Accent Home Care. They join our community-based service for many reasons. Our Care Advisors are

located in Melbourne and not interstate, have a transparent fee structure and we provide a consistent reliable service. I must admit that we don't always get everything right, but if there is a concern, Accent Home Care has a wealth of experience and knowledge to address this. To respond to the demand for Home Care Packages, we have employed new Care Advisors



and Direct Care Workers. One of the new Care Advisors you may already know is Teah, who has worked at TTHA reception. In addition to Teah's reception skills, she is an experienced health professional, and we are delighted that she has joined Accent Home Care team.



We have many skilled Direct Care Workers who are keen to work more hours for Accent Home Care. If you are one of the few consumers on a Home Care Package, that has an agency staff member provide you care and if you would like to support the Direct Care Workers at Accent Home Care with more hours of work, please speak with your Care Advisor.

The Accent Home Care team is here to support people living in the community. If you are already on an Accent Home Care package, please contact us if you would like to discuss increasing your services. If you are thinking about a Home Care Package for you or someone else, simply telephone our office on (03) 8720 1338 or emailing us at homecare@accenthomecare.org.au to find out more.

Until next time, keep warm and stay safe.

Nick Grakini
General Manager Community Services

For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*



**\$100 VISA
GIFT CARD**



**\$100 COLES/MYER
GIFT CARD**



**\$100 WOOLWORTHS
GIFT CARD**

Refer as many friends as you wish and keep being rewarded.

Contact us on (03) 8720 1338 for more information.

*Offer is redeemable only once the person referred has signed up with Accent Home Care.

**accent
HOME CARE**

31-41 Elizabeth Street, Bayswater VIC 3153
Phone us on (03) 8720 1338 or visit our website: accenthomecare.org.au
or email us at: homecare@accenthomecare.org.au

SOCIAL SUPPORT GROUP

Our Social Support Groups are really enjoying getting back to full capacity outings – even if we still need to take the regulatory COVID precautions!



We have been allowed to take our full groups on outings since mid-March and some of the highlights of our wonderful outings program in the last couple of months, have been: many trips to the beach from Elwood through to Seaford; a visit to the National Gallery of Victoria;



wanders through the Cranbourne Botanical Gardens; visits to the Yarra Valley with chocolate tasting at the Chocolateria;



TTHA WINTER NEWSLETTER 2021

visits to local nurseries and to cafes and parks in the Dandenong Ranges;



as well as a few interesting outings to new cafes such as the Oasis Bakery in Ormond. Our program is chosen according to the suggestions and wishes of our clients and all their varying ideas and tastes. Everyone is enjoying exploring Melbourne again!



If you would like to take part in our outings group activities, please let us know by calling the Community Care Office on 87201338.



Stay healthy and take care of yourselves!

**Best wishes from the Social Support Team
Susi, Ulli, Anja and Kerstin.**



CLINICAL UPDATE



Hello everyone, its wonderful to be back to talk with you all. I'm excited to let you all know I will be going on maternity leave from mid May until Mid November. I'm very grateful that Helen Povall who has been with TTHA for many

years in both facility management and quality role has accepted to cover me for this period. Please feel free to get in touch with Helen and make her feel welcome in my absence.

Another exciting announcement, on 24th February 2021 over 85% of residents received their first dose of the Pfizer COVID vaccine by ASPEN MEDICAL who have been allocated by Department of Health to deliver COVID vaccinations to Victorian aged care homes; this was followed by their 2nd dose on the 17th March 2021. We are very proud to have been the 2nd home within the Victorian Eastern suburbs to have received the COVID vaccinations.



I would like to thank all residents and representatives in assisting to complete the consent forms on such short notice in order to allow for the day to go ahead. Thanks to all the staff who assisted with completion of consent forms and resident movements on the day as well as the families who attended to assist with this.



A small number of our staff were also offered the Pfizer vaccination while ASPEN Medical was on-site because there were some spare doses. We are in the process of arranging for the remaining staff to be vaccinated through GP clinics as the Department of Health do not yet have a staff vaccination program in place.

A reminder that with the flu season around the corner we highly encourage anyone attending TTHA to receive the 2021 Flu vaccination. A reminder that there needs to be a 2 week gap between the COVID and Influenza vaccinations.

We are so happy that we can once again have visitors support the residents through regular visits. We would like to remind everyone to ensure they book their visit and leave their contact number when visiting as this will be used for contact tracing. We require anyone attending TTHA (Visitors, staff and contractors) to complete the screening which involves



checking temperatures and answering the questions regarding exposure prior to entering TTHA and a FITTED mask is required to be worn AT ALL TIMES WHEN ONSITE.

This will be my final update until I return from maternity leave in November 2021. If you have any concerns, questions or queries, please contact a member of the care team or Helen Povall. Stay safe and I look forward to seeing you all on my return.



Sara Rupenovic
Director of Care

INTERNATIONAL NURSES DAY

International Nurses Day celebrates the contribution that nurses make to societies around the world.

TTHA would like to take this opportunity to thank all of the nurses and care staff who make such a difference in the lives of our residents every day.



LIFESTYLE UPDATE

Valentines Day

TTHA came alive with a sea of red, pink and whites, with flowers, balloons and hearts exploding from every corner. Residents were treated to some Valentine's day craft, creating beautiful flowers to decorate their rooms and a delicious happy hour with heart shape cookies and delicious cupcakes. The afternoon was spent with friends enjoying a screening of Lady and the Tramp on the big screen.



International Women's Day

For International Women's Day the halls of TTHA were decorated in a sea of greens and purples, with balloons and streamers hanging from every wall. Delicious cakes, pastries and biscuits were enjoyed with a selection of teas, coffee or champagne and residents enjoyed discussing how the role of women has changed over the years. Residents enjoyed discussing their past and personal achievements and experiences over their lives as women.



St. Patrick's Day

St Patrick's Day happy hour was held in Sarona. Frank Lee Darling serenaded our residents during happy hour while beer, wine, hot food and a special themed St Patrick's Day cupcake was shared. Residents enjoyed getting gold out of a rainbow pinata.



Easter Celebrations

Easter week continued to roll-out the celebrations with a high tea happy hour. Residents were entertained by Lesley and Ray who sang and entertained our residents while they relaxed with a beverage and hot finger food. Residents were also surprised by a special guest, the Easter Bunny, who visited to hand out chocolate eggs throughout the home.

Hot Cross Bun Afternoon Tea

The Easter season was welcomed with a celebratory Hot cross bun afternoon tea. Residents and staff enjoyed a variety of delicious Easter treats courtesy of our friends Greg and Mel at Bakers Delight (Boronia Junction)





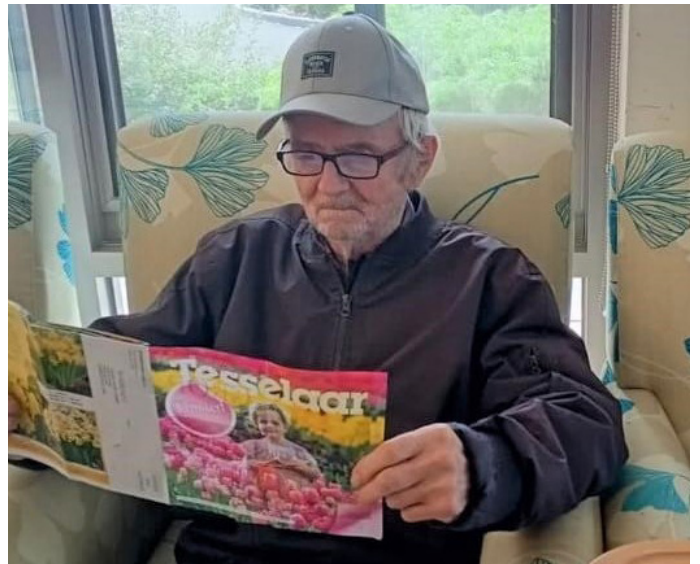
Henny Penny Egg Hatching Program and Easter Decorating

Easter week is such a joy at TTHA! One of our many activities involved residents decorating Easter ornaments for their doors and common areas. We also welcomed some new guests to the home from our friends at Henny Penny, 12 hatching eggs for Easter. Residents waited with anticipation for the eggs to hatch.

ANZAC Day

On Thursday the 22nd of April, residents came together with Bayswater RSL president Noel to commemorate ANZAC Day. Along with the traditional readings and poems, those who wished, shared their stories of hardship and hope and laid a poppy on the wreath to remember those who served. Lest we forget.





Gardening Group

As our residents could not attend the annual Tesselaar Tulip Festival, we decided to bring the rainbow of colours and blooms to TTHA. Residents in Otto Lower prepared the garden and planted some tulip bulbs to create our own beautiful display of tulips in our own backyard. These stunning tulips will be flowering in no time, creating a stunning sensory display for all to enjoy. Residents also engaged in flower arranging with flowers from our garden, creating some gorgeous displays for inside the home.



Stay safe everyone!
Sam and the Lifestyle team



KITCHEN UPDATE

Greetings from the kitchen,

We have a new Winter menu starting on the 17th of May, with lots of German inspired dishes but also lots of other classics to try and satisfy everyone.

We had our first food focus meeting last month where we get residents' input on the food. We discuss the menus and where we can improve. This is a great way for us to gather feedback and help with the designing of menus. We have a great team within the kitchen and work hard fine tuning our food service to maintain high standards and resident satisfaction.

We have also recently opened the café where residents and families can now enjoy catch ups and taste the great café food cooked by our new chef Nick.

I really encourage everyone to come and try the new café as it's been a long time in the planning but, due to Covid last year, like everything, was put on hold.

It's been great to see so many staff, residents and families enjoying the new space and socializing again.

Next time you are in I hope to see you around.

Tim & The Kitchen Team



Beef Hot Pot



Salmon in a Creamy Caper Sauce



Apple & Rhubarb Crumble with Whipped Cream



Red Jelly with Berries and Custard

QUALITY UPDATE

TTHA is building a reputation for never standing still in terms of progress! And just as well really with the changes that Government continues to impose with all residents'/consumers' safety front and center in their sights.

Let me explain

One of the very first Government changes imposed as a result of the Aged Care Royal Commission has been the introduction of the new Serious Incident Response Scheme or SIRS as we all know it.

SIRS necessitates very close scrutiny of every incident across all of Residential Care, and commenced from 1 April for the compulsory reporting of all Priority 1 incidents. Priority 2 incidents reporting shall commence from 1 October 2021.

Designed to:

- Strengthen aged care systems to reduce the risk of abuse and neglect
- Build providers' skills so they can better respond to serious incidents
- Enable providers to review incident information to drive improvements in quality and safety
- Reduce the likelihood of preventable incidents from re-occurring
- Ensure people receiving aged care have the support they need

The SIRS has 2 key components:

- Incident management obligations – always in place and reported to our Board of Directors every month
- Compulsory reporting obligations – a broadened version is now in place

SIRS – What is It?

The SIRS requires TTHA to have an effective incident management system – a set of

protocols, processes, and standard operating procedures that staff are trained to use. This means adopting a systematic approach to minimise the risk of and respond to, incidents that occur within TTHA. An incident management system is vital in supporting residential age care services to effectively manage risks to their residents, visitors and staff. In addition to managing all incidents, approved providers are required to report serious incidents involving aged care residents to the Commission, and the police where the incident is of a criminal nature. This reporting includes incidents that occur, or are alleged or suspected to have occurred, and will include incidents involving a care recipient with cognitive or mental impairment (such as dementia) – previously the aggressor was exempt if they had a cognitive or mental impairment – now with the changes, all unreasonable use of force must be reported to the Commission and if a criminal act, also to the police.

Priority 1 Incidents

Reportable incidents (Priority 1 incidents) include:

- Unreasonable use of force – for example, hitting, pushing, shoving, or rough handling.
- Unlawful sexual contact or inappropriate sexual conduct – such as sexual threats or stalking, or sexual activities without consent.
- Psychological or emotional abuse – such as yelling, name calling, ignoring a consumer, threatening gestures, or refusing a consumer access to care or services as a means of punishment.
- Unexpected death – in the event of a fall, untreated pressure injury, or the actions of a consumer result in the death of another consumer.
- Stealing or financial coercion by a staff member – for example, if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the

consumer.

- Neglect – includes withholding personal care, untreated wounds, or insufficient assistance during meals; serious skin tears, wounds etc.
- Inappropriate physical or chemical restraint – for example, where physical or chemical restraint is used without prior consent or without notifying the consumer's representative as soon as practicable; where physical restraint is used in a non-emergency situation; or when a provider issues a drug to a consumer to influence their behaviour as a form of chemical restraint.
- Unexplained absence from care – this occurs when the consumer is absent from the service, it is unexplained and has been reported to the police.

'Priority 1' incidents must be reported to the Commission within 24 hours of becoming aware of the incident. This is a reportable incident where the incident has caused, or could reasonably have caused, a care recipient physical or psychological injury or discomfort that requires medical or psychological treatment to resolve, or where there are reasonable grounds to report the incident to police. Instances of unexplained absence from care and any unexpected death of a consumer are always to be regarded as Priority 1 reportable incidents.

'Priority 2' incidents must be reported to the Commission within 30 days of becoming aware of the incident. This includes all other incidents that do not meet the criteria for a 'Priority 1' incident.

Standards

All of the SIRS information, systems, and expected actions relate to Governance (Standard 8) and Comments and Concerns (Standard 6), in particular open disclosure,

which is currently subject to reporting monthly within the Clinical Governance Committee meetings framework. SIRS data will be an important addition to this reporting framework, in order to ensure that the Board is appropriately appraised of all instances of Priority 1 incidents and actions taken as a result, and can provide informed oversight of such actions.

Software Support and Changes

It is hoped that Compli-care (a new Quality and learning software platform just purchased by TTHA) and ICare (our current information management platform) will provide us with a strong platform in order to better manage incidents in a timely, efficient manner, and assist us with information critical to our reporting obligations, and better support efficient review of data and tracking of actions. It also means we should be able to readily capture community care incidents within the same software, thus supporting all business units.

Compli-care has not yet been fully implemented but fortunately integrates with ICare, capturing the relevant information and transferring across to the quality platform for further risk assessment and follow up. All management team members have been relegated areas of responsibility to effect the full introduction and integration of our quality systems and policies, with Compli-care. The Learning/ Training Module is already active.

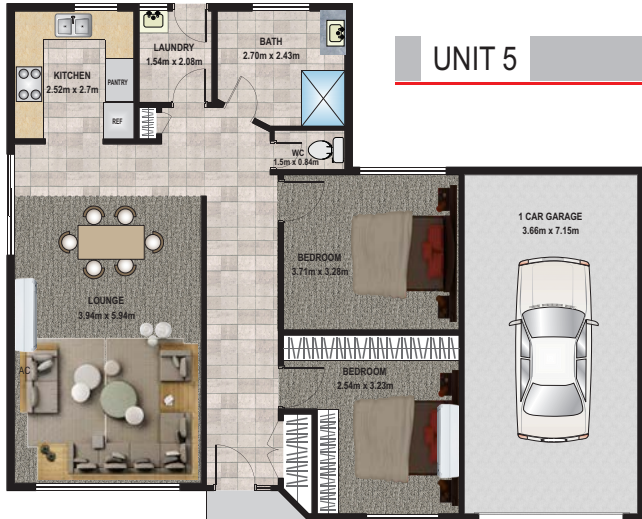
I will provide an update in the next edition of the Newsletter.

Helen Povall
Quality



UNITS FOR SALE

We currently have two of our independent living units for sale. These beautifully spacious two-bedroom units have been recently renovated and provide a stunningly quiet and sunning space for those wanting to enter our retirement village. If you or a loved one would be interested in having a tour of these two available units, please contact reception to book in a convenient time 8720 1333.



VACANCIES AT TTHA

www.ttha.org.au

Rooms are filling fast so we encourage you to take a virtual tour online at ttha.org.au or call to book an onsite tour 8720 1333.

Join us for
a virtual
tour



Join us for a Virtual Tour of our New Building

Situated amongst beautiful trees, with beautiful views of the Dandenong Ranges, TTHA's new Sarona building boasts luxury living at its finest. Showcasing two opulent and spacious living and dining environments, four levels of spacious rooms with spectacular views this new building is sure to impress. We welcome you on a virtual tour of our Sarona building and welcome your inquiry on 8720 1333.

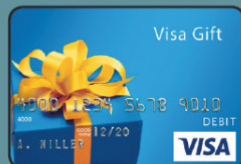
Launch Virtual Tour

ACCENT HOME CARE

www.accenthomecare.org.au

Do you have a friend or family member who has recently been approved for a home care package? Refer them to Accent Home Care, when they sign as a client, you will be rewarded. Call us on 8720 1338.

For every friend you refer to Accent Home Care, you will receive a gift voucher of your choice as a token of our appreciation once they have signed up with us.*



**\$100 VISA
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HOME CARE**

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Phone us on (03) 8720 1338 or visit our website: accenthomecare.org.au
or email us at: homecare@accenthomecare.org.au



Act Now! Make a Difference!

I would love to become part of the TTHA Community and make a huge difference to the lives of others.

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 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 greatly contribute towards TTHA's commitment to improve the lives and wellbeing 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 _____

Suburb _____ State _____ Postcode _____

Phone _____ Email _____

Confidentiality and Privacy: TTHA respects your privacy. By providing your email address you will automatically be added to our Newsletter distribution list. If you prefer not to receive our communications, please unsubscribe. We keep your bank account details confidential. **Address:** 31-41 Elizabeth St, Bayswater, Vic. 3153 | **Telephone:** 03 8720 1333 | **Fax:** 03 9729 9356 | **Email:** ttha@ttha.org.au |

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 pass on 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.