

2018 ANNUAL EDITION

# Eldercare Matters



New wellbeing  
approach helps  
residents  
to thrive

**INSIDE THIS ISSUE:** ELDERCARE ACKNOWLEDGED FOR EMPLOYER EXCELLENCE  
ART STUDIO REVEALS RESIDENTS' CREATIVE SIDES  
DANDELION PROJECT HELPS AVOID UNNECESSARY HOSPITAL VISITS  
ELDERCARE CELEBRATES AGED CARE TRAINING SUCCESS IN CHINA



# Celebrating Innovation

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**COVER PHOTO** RESIDENT MARG FLOYD WITH BELLA

## Message from the Chief Executive



I continue to be very proud of Eldercare's achievements and our ability to provide high quality care in an increasingly challenging environment. One of our four Strategic Directions is to be a Provider of Choice. To achieve this, we know we must offer services that are valued, unique and innovative. We have dedicated this edition of Eldercare Matters to showcasing some of the innovative services and programs Eldercare provides.

One of the most important elements of my role is to ensure we have a team of engaged, motivated and skilled staff who live Eldercare's values of respect, accountability and connection. We have pursued several important care-focused strategies for our residents, clients and our employees. We were very pleased to achieve White Ribbon workplace accreditation this year and have commenced work on obtaining accreditation with the Rainbow Tick Program which supports LGBTI inclusiveness.

We have achieved a 'culture of ambition' with 60% of our staff feeling openly positive and optimistic about the organisation's future. A high proportion of our staff would recommend Eldercare as a good place to work and would choose Eldercare if they required our services for themselves or a family member.

*We have achieved a 'culture of ambition' with 60% of our staff feeling openly positive and optimistic about the organisation's future*

Eldercare was also very pleased to see our Dementia Excellence Program Facilitator Tanya Liddell win the 2018 Aged and Community Services Australia Employee of the Year Award for South Australia.

There were some changes to our Board in 2018. We welcomed new Board Chair James Lawes who replaced Rev. Dr Ian Price when he retired at the end of 2017. Ian served on the Eldercare Board for nearly 18 years and his leadership during this time provided Eldercare with stability and strength. Ian's compassionate and authentic engagement with staff, residents and families has resulted in the Board developing a balanced approach to the governance of Eldercare. Ramsey Andary also retired this year after serving on the Board for nine years. Ramsey was a valued and trusted member of the Finance, Audit and Remuneration Board sub-committee. Ramsey's skill to respectfully question the status

quo, his keen sense of humour and his ability to hone in on critical issues have been invaluable.

2018 has been a challenging but rewarding year. The sector has faced increased media attention and next year there will be a Royal Commission into Aged

Care Quality and Safety. We see this as an opportunity to engage in a much-needed and constructive national discussion about the value of older people and the future of aged care including how quality services will be funded and delivered within our society. We hope the Royal Commission acknowledges the thousands of staff and volunteers working in aged care for their important contribution.

Please enjoy reading about the innovative programs and services we are providing at Eldercare to achieve our purpose of delivering peace of mind with our care.

**Jane Pickering**  
Chief Executive





## New wellbeing approach helps residents to thrive

**Wellbeing and Allied Health Manager Bernard Morrison explains how Eldercare's new approach to resident wellbeing places the organisation at the forefront of an evolving industry.**

Eldercare has been pursuing a new concept of wellbeing at our residential facilities in 2018 promoting greater personalisation and choice as well as providing rich and tailored daily programs that engage each resident's mind, body and spirit.

Our new wellbeing approach continues to evolve and we made two significant staff appointments this year to ensure its success.

Wellbeing Program Coordinator Bianca Whitehead is working in partnership with our site-based staff capturing residents' preferences and goals to generate a greater sense of connection, purpose and accomplishment.

Kylie Maher joined Eldercare as our Volunteer Program Coordinator and is providing direction to our team of 300 volunteers to create experiences and authentic relationships that optimise each resident's wellbeing.

Better wellbeing stems from better quality conversations with our residents to find out what makes them unique, what's important to them and what they would like to achieve.

The new mindset of prioritising overall wellbeing as an outcome for residents reflects an emerging global trend that embraces the notion of flourishing rather than simply existing.

Guided by themes including lifelong learning, active ageing, creativity and connection, Eldercare's staff and volunteers are working together to deliver an array of activities ranging from art therapy and cooking to reminiscence and massage.

Residents at Sash Ferguson in Mount Barker are embracing their creative sides with a new dedicated art space and Oxford resident Ian North, in a wonderful testament to his resolve, was supported by staff from our Hove facility to take part in this year's City-Bay Fun Run.

Many of our sites have formed incredibly successful partnerships with local child care centres and kindergartens giving residents meaning, purpose and, often, a good laugh.

We are building on this success with a weekly playgroup called Little Elders at Evanston Park in Gawler commencing in early 2019.

Cooking and dining events created by our Lifestyle and Hospitality Services teams will allow residents to use important daily life skills and fulfil valued roles.



RESIDENT IAN NORTH AT THE CITY-BAY FUN RUN WITH WELLNESS ASSISTANTS MARC STEINKRITZER (L) AND SCOTT HOFFMANN (R)



Our Occupational Therapists and Physiotherapists are partnering with volunteers and our Lifestyle team to offer fun, fitness-based activities.

It is important to recognise that wellbeing is not the absence of illness and doesn't only come from fixing problems.

Residents can experience high levels of wellbeing even while living with multiple health concerns or chronic illnesses.

We will continue to work in partnership with our residents to find new ways to positively impact their lives, achieve meaningful outcomes and play to their strengths.

Turn to page 19 to discover how Sash Ferguson's **new art studio** is helping residents reveal their creative sides.

## Eldercare's Give Back Program

Conceived in 2016 as a way to create greater connection between Head Office and our residential care facilities, Eldercare's Give Back Program has become a valued fixture on our calendar.

Coordinated by a small committee at Head Office, this program supports sites to deliver one-off events on a grand scale.

For the residents, lavish events such as Sash Ferguson's Cinderella Ball, the Farm Day at Elanora in Stansbury and the Royal Adelaide Show excursion for residents from Trowbridge House in Payneham promote connection and celebration.

For our Head Office staff, this important volunteering opportunity offers insight into our operations and a greater understanding of Eldercare's purpose to deliver peace of mind.



40 YEARS OF FUN WITH  
VOLUNTEER MARGARET COX

## Volunteers: the backbone of Eldercare

Eldercare's 300-strong contingent of volunteers give their time, skill and passion but, more than that, they bring fun, compassion and dignity to the lives of our residents.

Margaret Cox, 88, began volunteering at Allambi in 1978 and has conducted singing groups, played the piano for residents, hosted fundraising events and performed many other roles.

"I started volunteering because Eldercare was so kind to my mum and I wanted to give something back," said Margaret.

"I have enjoyed every part of my 40 years at Allambi; meeting lots of interesting residents and seeing so many changes to the home, buildings and staff.

"I get as much out of it as residents do and I'll volunteer as long as I can because it's good fun."

Volunteers like Margaret help residents retain a connection with the wider community thanks to relationships based on genuine warmth and mutual interests.

2019 will offer new opportunities for volunteers to support residents through outings, physical exercise groups, gardening, events and hospitality.

To learn more about becoming a volunteer with Eldercare contact Kylie Maher on (08) 8274 3610.

Tanya's state award a sweet reward for turning her passion into a career

**Dementia Excellence Program Facilitator Tanya Liddell is South Australia's Aged Care and Community Services Australia (ACSA) Employee of the Year for 2018 and her positive contribution to promoting resident wellbeing extends right across Eldercare's residential care service.**



(L – R) TANYA LIDDELL WITH KATE HEPBURN-BROWN FROM CATEGORY SPONSOR YOUR NURSING AGENCY (IMAGE COURTESY OF CATHERINE GASMIER PHOTOGRAPHY)

Q

#### **What resident-focused initiatives do you contribute to at Eldercare?**

A

My primary role is with our award-winning Dementia Excellence Program; an initiative that is specifically designed to help people living with dementia feel happier and healthier, empower them with choice and maintain their self-esteem.

I'm also involved with the Let's Dance Program and teach staff basic dance steps so they can host dance sessions at their site. Many residents met their partners at local dances and this provides a lovely opportunity to reminisce.

Music resonates deep within our souls and the MyMusic Program assists residents who are showing signs of distress, isolation or pain. I create individualised playlists for residents with well-loved and familiar songs to make their hearts sing. It's amazing to see how music can help residents feel calm and happy.

I also coordinate our Give Back Program which is a unique Eldercare initiative that gives Head Office staff the opportunity to volunteer at events and activities held at sites. It allows the staff to create beautiful connections with residents.

#### **What drives you to bring these programs to Eldercare residents?**

It is in my DNA, and in my heart, to care and nurture. I want to see people reach their full potential regardless of their age or ability. My goal is to connect on a deeper level and find the essence of a person's soul.

#### **What do you value most about your role?**

My passion is caring for people living with dementia. I am privileged to connect one-on-one with residents as they welcome me into their world. I can help inform residents, families, staff and volunteers about living well with dementia.

#### **What does aged care excellence look like to you?**

Resident choice is paramount. Moving into residential care should be a positive experience where people are surrounded by love, comfort, support and understanding. Eldercare's staff place residents at the centre of all decision making and we have the resources to enhance a resident's life experience to increase their wellbeing.

#### **What does it mean to you to be awarded South Australia's 2018 ACSA Employee of the Year?**

I feel extremely honoured to have received this award and grateful to have had the opportunity to transform my passion for caring for people living with dementia into a career. It is humbling that my work is acknowledged by my peers in this way and I couldn't achieve my life goals without the ongoing support of my Manager Sarah Jamieson and my colleagues. Making positive change is truly a team effort.



## Award-winning dementia program brings purpose and meaning to residents

### Eldercare's Dementia Excellence Program is finding innovative ways to provide comfort and quality of life to residents.

Two years after winning Alzheimer's Australia SA's Dementia Care Excellence Award at the 2016 South Australian Community Achievement Awards, Eldercare's Dementia Excellence Program continues to deliver peace of mind, and outstanding outcomes, to residents.

Program Facilitator Tanya Liddell said the program, which has been implemented at Eldercare's 12 residential care facilities, has resulted in many wonderful 'breakthrough' moments.

"We have seen people speak again after many months, start to accept personal care, enjoy singing and even dance for the first time in years," said Tanya.

"One lady, who wanted to go home every afternoon, now feels comforted when she listens to music she loves.

"When we see beyond someone's dementia to meet their underlying human needs, their experience is transformative and their quality of life increases immensely."

*"It's often the smaller changes... that have the most profound positive impact"*

Tanya said she has also seen many residents experience a reduction in distress and an improvement in their wellbeing in situations where Dementia Excellence Program strategies have been used.

"We use an observational technique called Dementia Care Mapping where we spend time in our residential care facilities watching residents go about their days," said Tanya.

"By focusing our complete attention on a resident, and watching their mood and interactions with staff, we're able to identify any underlying causes of distress and suggest a variety of personalised strategies to improve their wellbeing.

"It's often the smaller changes, such as accommodating preferences regarding the times of daily activities, introducing pets and playing soothing music at meal times, that have the most profound positive impact."

Tanya said the key element to the Dementia Excellence Program's success was the willingness of residents, families and staff to embrace curiosity, optimism and collaboration to achieve wellbeing outcomes.



(L – R) RESIDENTS ELLA BUCSAI, JOHN WILLIAMS AND MARTHA GASKIN

"Since the program was first introduced at Eldercare four years ago, we've widened the program's scope to include consultancy, individual support, music and dance," said Tanya.

The Dementia Excellence Program is now recognised as effective and sustainable on individual, team and organisational levels and is embedded in staff training across the organisation.

Tanya said that she anticipated the program will continue to evolve as the conversation surrounding dementia is 'reframed'.

"The amount of knowledge we're gaining about how to best support people living with dementia is increasing all the time," said Tanya.

"At Eldercare, everyone works incredibly hard to find solutions, provide comfort, create connections and celebrate the uniqueness of each individual."

## Eldercare acknowledged for employer excellence

Staff from Eldercare attended the South Australian Community Achievement Awards in November 2018 where the organisation was a finalist for the Prime Super Employer Excellence in Aged Care Award.

Chief Executive Jane Pickering said the nomination validated Eldercare's responsibility as an employer to help staff 'strike a balance between their work and non-work commitments wherever possible'.

"I firmly believe that Eldercare has an obligation to support our employees so they bring their 'best selves' to work and deliver exceptional service to our residents, clients and their families," said Jane.

"We understand that there may be times in our employees' lives where they will need leave and flexible work arrangements to manage emergencies, family responsibilities and other commitments.

"To support this, we provide technology and opportunities for staff to work flexible hours, job share with another colleague or work from home."

To further promote flexibility, Eldercare offers staff a range of leave options including purchased leave and study leave.

The organisation also recently introduced paid family and domestic violence leave for employees as part of its responsibilities as a White Ribbon accredited workplace.

"The majority of Eldercare's workforce is female and we are proud to have the resources in place to support staff experiencing violence inside or outside the workplace and demonstrate zero tolerance to violence against women," said Jane.

**Eldercare received state recognition in 2018 for its commitment to creating a positive work environment and supporting flexible working arrangements for employees.**



CHIEF EXECUTIVE JANE PICKERING WITH CHRIS POLE FROM CATEGORY SPONSOR PRIME SUPER (IMAGE COURTESY OF FESTIVAL CITY PHOTOGRAPHY)

*"I firmly believe that Eldercare has an obligation to support our employees so they bring their 'best selves' to work and deliver exceptional service to our residents, clients and their families"*

"Connection is one of Eldercare's three organisational values and the support we provide our staff is now extending to the lesbian, gay, bisexual, transgender and intersex (LGBTI) community through our ElderPRIDE Project."

Eldercare's other employee health and wellbeing initiatives include providing access to free and confidential counselling services, free flu vaccines and health checks as well as discounted gym and private health memberships.

General Manager of People and Culture Sylvia Powell said Eldercare's recruitment process and culture were also factors behind the organisation's employer excellence success.

"We are working hard to demonstrate our commitment to our purpose by employing high quality staff and building a culture where employees feel supported and valued and can build a long-term career with Eldercare."



# Staff survey results a good news story

Results from the biennial Employee Engagement Survey by Best Practice Australia show Eldercare's care philosophy and positive workplace culture is making staff more committed to delivering excellent service.

## KEY SURVEY RESULTS AT A GLANCE:

**64%** of staff completed the 2018 survey: an increase of 15% compared to the last survey in 2016.

Employees were asked **114 quantitative questions** in the survey that specifically related to staff engagement.

**Eldercare performed 'above the norm' for 108 of these questions**

when benchmarked against responses from more than 71,000 employees of other residential care providers nationally. Eldercare's culture is one of

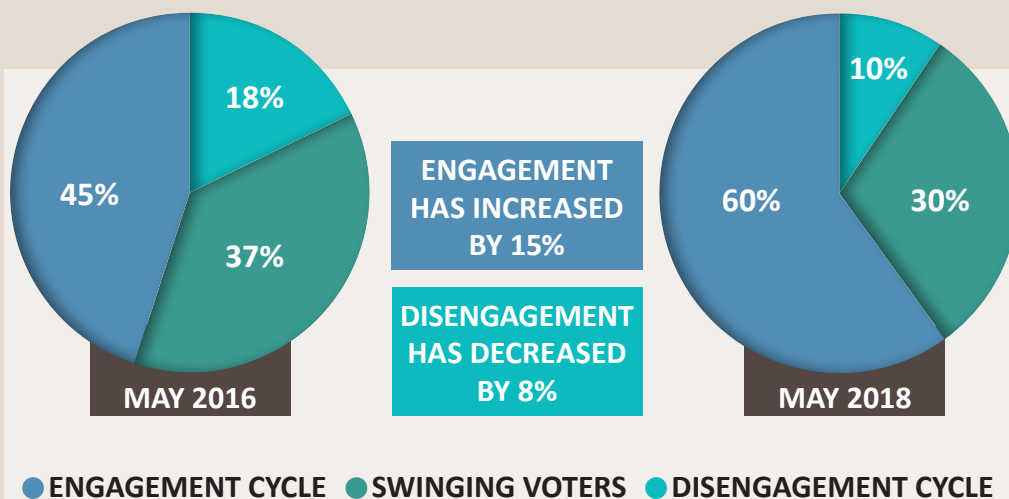
### **Ambition**

and is on the cusp of being a culture of **Success**.

**A culture of Ambition is typified by factors including:**

- An appetite for innovation and ambition.
- An 'Anything is Possible' mentality.

*Survey results courtesy of Best Practice Australia Pty Ltd.*



Best Practice Australia says an engaged employee is 'positive, optimistic, engaged about the organisation's future, ready for change and ready to trust management'.

## What our employees say:

### Top 5 factors that make Eldercare a truly great place to work:

1. The staff
2. Effective teamwork
3. Resident focused
4. Support
5. Management in general

*"Eldercare has a good reputation and I viewed Eldercare as a leader in high quality care."*

*"Working with the elderly is what attracted me. I love their stories and their backgrounds...that's why I started working in this organisation."*

**67% of staff said Eldercare is a 'truly great place to work': an increase of 16%** from the 2016 survey and 7% higher when compared to more than 71,000 employee responses from other residential care providers across the country.

## Board extends focus beyond the boardroom

**Forging connections with residents and staff helps the Eldercare Board make better decisions for everyone.**



BOARD CHAIR JAMES LAWES WITH RESIDENT SIDNEY PHILLIPS AT THE ALLAMBI FARM DAY

The Eldercare Board has embraced the organisational value of connection by playing a more active role in engaging with staff and residents in 2018.

Chair James Lawes said that the Board is committed to working closely with all levels of the organisation rather than 'simply making decisions sitting around a boardroom table'.

"Engagement is so important because it leads to more positive experiences, stronger relationships and better connections – one of our core values," said James.

The Board stays actively involved across the organisation by holding meetings at Eldercare sites and inviting staff to present on topics that make a positive difference to care delivery.

James said one of his favourite initiatives is Eldercare's Give Back Program which gives staff members, who might not normally interact with residents, a chance to volunteer at site-based events or activities and forge new connections.

"I attended the Farm Day at Allambi in September and had a fantastic time with residents as they interacted with the animals," said James.

"Eldercare's values of respect, accountability and connection are central to the Board's decision-making process and any initiative that can help strengthen respect for residents and staff, increase accountability and create connections will always be considered."

*"Engagement is so important because it leads to more positive experiences, stronger relationships and better connections – one of our core values"*



## The Board's position on the Royal Commission into Aged Care Quality and Safety

The Eldercare Board looks forward to contributing to this national discussion and welcomes every opportunity to highlight the increasing needs of our ageing population and how to best meet them.

We hope, like everyone, that changes will be made to ensure the aged care industry is sustainable and affordable.

## BOARD MOVEMENTS IN 2018



Farewell  
Ramsey Andary

Ramsey Andary was appointed to the Board in August 2009 bringing expertise in commercial and corporate law.

"During nine satisfying years I developed a great admiration for the people working at Eldercare," said Ramsey.

"I found my time on the Board of Eldercare challenging because of the complex and ever-changing nature of the aged care industry.

"At the same time, it has been extremely rewarding to be a part of a not-for-profit organisation that is, at all times, focused on providing high quality care for residents in a safe and respectful environment."

Eldercare sincerely thanks Ramsey for his years of service.



Welcome  
Kathryn Walker

Kathryn Walker was formally appointed to the Board in October 2018 and brings significant expertise in energy and environment and planning law.

Kathryn is a member of the Executive Council (SA Division) of the Urban Development Institute of Australia and a former director of the Australasian Land and Groundwater Association. She is active in many associations and committees; developing a unique perspective in her area of specialisation.

"I look forward to sharing my knowledge and experience with the Board and working with my fellow members to ensure that the Eldercare community receives exceptional care that provides peace of mind," said Kathryn.

# Eldercare awarded White Ribbon workplace accreditation

**Eldercare became a White Ribbon accredited workplace in 2018 reflecting its commitment to ensuring staff wellbeing and safety both inside and outside the workplace and becoming an Employer of Choice.**

**Did you know more than 80% of Eldercare's workforce is female?**

**With a high proportion of female employees, and knowing women are statistically more likely to be victims of domestic violence than men, Eldercare felt it had a responsibility to act.**

**Throughout the 18-month accreditation process from September 2016 to March 2018, Eldercare implemented measures including:**

- Mandatory staff training on the issue of domestic violence as well as additional training for Senior Managers so they are equipped to respond to employee disclosures.
- A review of policies and procedures including an update to Eldercare's Leave Policy which now includes paid domestic violence leave for victims.
- The inclusion of domestic violence as part of Eldercare's ongoing Risk Treatment Plan and the addition of individualised risk assessments and associated safety plans for employees.

**Eldercare employees voluntarily participated in two surveys during the accreditation process to measure changes in their awareness of, and responses to, domestic violence.**

**396 employees participated in the first survey.**

**544 staff completed the second survey: a 29% increase in participation.**

The second survey showed significant, and positive, attitude shifts amongst employees. Questions included:

**Q: Reflecting on the last few months do you feel your organisation has shown a commitment to addressing violence towards women?**

**Yes 81%**

**Not Sure 16%**

**No 3%**

**Q: To the best of your knowledge, are there any policies and procedures that address violence against women in your workplace?**

## First Survey Result

**Yes 47%**

**No 15%**

**Don't Know 38%**

## Second Survey Result

**Yes 81%**

**No 4%**

**Don't Know 15%**

The significant increase in awareness can be attributed to Eldercare's clear communication strategy and the development of key policies that address violence against women.



**Site Operations Manager Ryan Midgley was named a White Ribbon Ambassador in 2018 joining a team of Australian men helping end violence against women:**

"Being a White Ribbon Ambassador allows me to take on a formal advocacy role, engaging with the community and speaking about domestic violence support and prevention at key events. In August, I spoke at the 2018 Aged and Community Services Australia (ACSA) National Summit about Eldercare's journey towards accreditation in the hope of inspiring other aged care providers to join the White Ribbon movement. In May 2019, I will further my commitment by riding 900 kilometres along South Australia's Mawson Trail to raise funds and awareness for White Ribbon Australia. I am incredibly proud of Eldercare's efforts and how, with the support of the Executive team and the Board, we are prioritising women's safety at every level of the organisation."





*"When we arrived, we were presented with a wrapped welcome gift – it was a lovely surprise and made us feel even more at home"*

RESIDENT JAMES BELL RECEIVES  
A WELCOME GIFT FROM CLINICAL  
LEADER JACKIE IRVINE

## Eldercare 'Makes It Easy' for new residents and families

Residents and families can now enjoy a smoother transition into residential care following the introduction of a range of new customer service initiatives designed to simplify the process of enquiring about, and moving into, a facility.

Make It Easy Project Manager Marianne Zanelli said the project was introduced to ensure peace of mind for prospective residents and their families.

"Like any relocation, considering and moving into residential care can be daunting," said Marianne.

"Make It Easy aims to provide that all-important peace of mind to people from their very first interactions with Eldercare to the time they, or their family member, move into a facility."

**Eldercare is making it easier for residents and families to transition into residential care.**

Eldercare conducted research to identify the areas in which prospective and new residents most needed guidance and, from this, targeted service improvements were made.

"The Eldercare website now features simplified enquiry and online application forms which encourage the enquirer or applicant to contact our experienced Residential Admissions team if they need guidance," said Marianne.

"This person-centred process complements Eldercare's new Customer Relationship Management (CRM) system which allows the Admissions team to foster connections with residents and their families as early as possible."

Family representative Paul Edgar contacted Eldercare's Admissions team after his mother spent some time in hospital, and in rehabilitation, after a fall and decided she wanted a new home.

"The Admissions team recommended that Mum be admitted into respite care at the residential facility while we were arranging her permanent residency," said Paul.

"This meant that Mum could be discharged from the rehabilitation clinic and spend more time familiarising herself within her new surroundings at Eldercare.

"This has been a wonderful journey for our family and Mum is the happiest she has been in many years."

Marianne said the most important outcome of the project involved refining the process of welcoming new residents and helping them settle into their new homes.

"Each new resident is welcomed by key staff and, in most cases, will be introduced to a resident 'buddy' who can support them until they feel settled," said Marianne.

Family representative Ellie Bell, whose husband James is a resident, said the whole process was straightforward and 'wasn't a struggle'.

"We visited Allambi to see the room and the staff were so helpful with explaining things," said Ellie.

"When we arrived, we were presented with a wrapped welcome gift – it was a lovely surprise and made us feel even more at home."

## Case Management Model: caring for the individual

**Coordinated and consistent care is central to Eldercare's Case Management Model which aims to optimise health and wellbeing outcomes for residents by providing individualised care. Here we explain how this approach to clinical excellence provides continuity of care to residents and their families.**

Eldercare's Case Management Model has transformed the way the organisation provides care at its residential facilities and is a point of difference for the organisation.

The model is underpinned by Eldercare's strong Clinical Governance Framework which uses clinical data to continuously improve care.

This emphasis on using data to inform decision-making has improved overall care delivery relating to medication processes, care response protocols and the management of medical emergencies.

Under the model, a qualified senior Registered Nurse, known as a Clinical Leader, is responsible for the care outcomes of an allocated group of residents and ensuring each individual's care needs are met.

The Clinical Leader is the central point of contact and works in partnership with residents and families.

When a resident moves into an Eldercare facility, the Clinical Leader will work with them, and their representative, to create an individualised care plan that supports their mind, body and spirit and aims to maximise their quality of life.



(L – R) ALLIED HEALTH TEAM LEADER (SOUTH) LAWRIE BLOOD WITH LIZ BOLTON, HER MOTHER PAM AND CLINICAL CARE MANAGER DANIEL FLEMING



Decisions relating to care arise from each resident's unique care needs: there is no 'one size fits all' approach.

Each resident's individual care plan is reviewed regularly and, as their needs change over time, modifications are carefully recorded and managed to ensure the highest standards of care.

The Clinical Leader coordinates the wider Case Management team based at every residential facility for each resident within their allocated group.

The Case Management team consists of two groups: the Direct Care team and the Extended Care team.

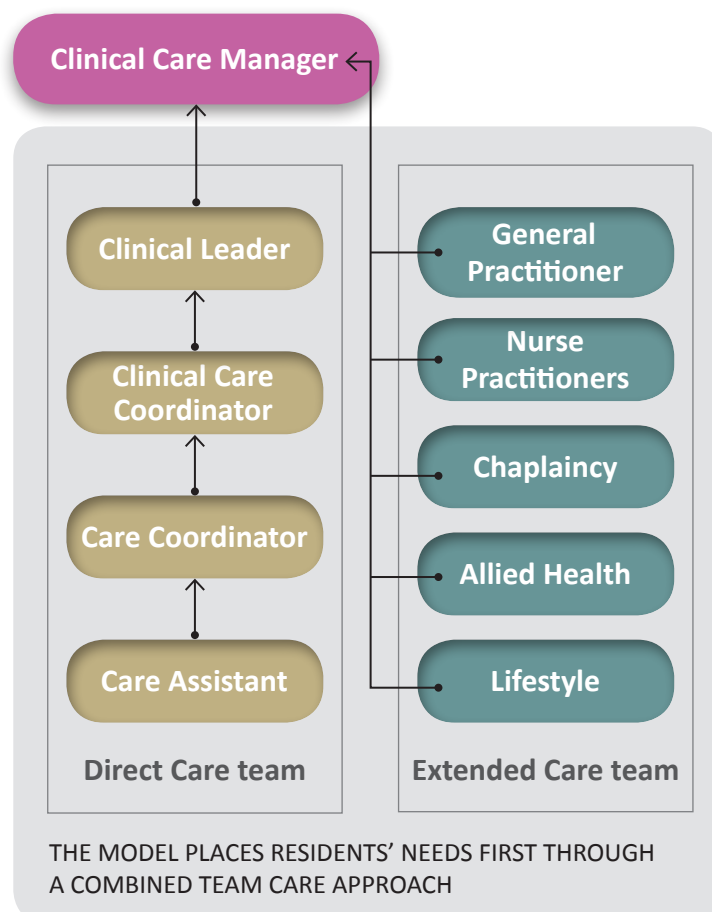
The Direct Care team is supervised by the Clinical Leader and is responsible for meeting the ongoing assessed care needs of their allocated resident group.

Key aspects of the Clinical Leader's role are to offer clinical support, guidance and advice to management as well as mentoring to clinical staff.

The Extended Care team works under the Clinical Care Manager and ensures that the spiritual, emotional and special care needs of each resident are met.

Eldercare's Case Management Model serves as the foundation for clinical care excellence and delivers significant advantages for residents when compared with a more task-oriented model.

Case management also complements the implementation of Eldercare's Wellbeing Model which aims to further improve flexibility, choice and lifestyle options for residents and give them the opportunity to flourish.



### How Eldercare's Case Management Model benefits residents and families

The key to the Case Management Model's success is that it promotes positive partnerships between Eldercare, residents and families.

Having a dedicated Clinical Leader assigned to oversee each resident's ongoing health requirements provides residents and their family representatives with comfort and confidence as well as clear and consistent communication.

Focus is placed on putting the needs of each resident first.

Feedback from residents and families shows greater satisfaction with this model of care as they know who to contact for information or who to consult about adjustments to care and lifestyle plans.

Understanding and respecting each resident's choices ensures they can enjoy more control over their daily activities and live life with purpose.



(L – R) RESIDENTS DAPHNE COX AND RONDA ALDRIDGE  
WITH HOSPITALITY SERVICES STAFF MEMBER  
MADISON HANFORD

## Residents at the heart of Eldercare's new hospitality service

**Eldercare brought its hospitality services in-house in mid-2018 as part of the organisation's ongoing commitment to providing person-centred care at its residential care facilities.**

Improved quality of care was the catalyst for Eldercare to assume the management and delivery of catering, cleaning and laundry services at its residential care facilities across Greater Adelaide and the Yorke Peninsula.

Chief Executive Jane Pickering said the decision to deliver services internally, and move away from using an external contractor, signalled a 'serious commitment to extending our care model to all aspects of residents' lives'.

"Hospitality forms an integral part of our person-centred approach and allows us to 'wrap' our services around residents in a way that addresses their specific needs," said Jane.

"This year we have welcomed 300 new hospitality services staff members who form an important part of our care approach and are recognised as valuable contributors to each resident's wellbeing."

Hospitality Services Project Manager Heather Barnes said Eldercare has placed a high priority on supporting local businesses and sourcing food sustainably.

"As one of the largest aged care providers in South Australia, we believe we have a responsibility to support local producers and brands as much as possible," said Heather.

*"As one of the largest aged care providers in South Australia, we believe we have a responsibility to support local producers and brands as much as possible"*

"South Australians are passionate about local brands – the quality of the produce is excellent and this gives us capacity to provide highly nutritious meals to residents.

"By buying locally, there are also positive spin-offs for the South Australian economy."

In a departure from traditional aged care hospitality service methods, Eldercare's new approach encourages greater participation from residents.

"Moving forward, residents will be supported to grow produce to enjoy in their meals and to have a hand in preparing dishes if they wish," said Heather.



“This will add to the sense of community and connection around meals, create a greater sense of accomplishment and purpose amongst the ‘growers’ and contribute to the overall wellbeing of residents.”

“Residents are also encouraged to share their favourite dishes with staff which can be added to the menu and we are in the process of compiling an Eldercare ‘family favourites’ recipe book.”

Heather said Eldercare had introduced more flexible food options to meet individual requirements which are cooked fresh daily.

“Our breakfast menu includes creamy hot porridge and we are trialling pancake machines at selected sites which residents can operate for themselves if they choose.

“Our dessert menu offers traditional favourites like apple pie, treacle pudding and apricot crumble.

“We have also introduced cooking demonstrations and themed meal events, including Mother’s Day, Father’s Day and St Patrick’s Day, which gives us a chance to introduce special dishes like Irish stew.”

Heather said family members are also being encouraged to be more actively involved in sharing mealtimes.

“We welcome families to join their loved one for a meal or even celebrate a special occasion with a private, catered dining event,” said Heather.

“We will also be inviting families to attend ‘Meet the Chef’ tasting events where they can sample dishes from the seasonal menu.”

Heather said Eldercare’s commitment to seeking regular feedback from residents will ensure the new system continues to deliver quality food that they will enjoy.

“We encourage every resident to have their say via feedback to staff, regular food focus groups and resident satisfaction surveys and we will address any negative feedback quickly,” said Heather.

“Residents have already told us which meals they particularly like and those they aren’t so keen on.”

Heather said Eldercare’s new hospitality approach has resulted in even stronger relationships forming between staff and residents.

“Residents comment on how friendly and helpful the Hospitality Services team is and our staff tell us how much they are enjoying getting to know the residents,” said Heather.

*Eldercare’s new hospitality approach has resulted in even stronger relationships forming between staff and residents*



HOSPITALITY  
SERVICES STAFF  
MEMBER  
SYMONE CEARNS





## Partnership central to new consumer engagement approach

**Collaboration with residents is the key to better wellbeing writes newly appointed Consumer Engagement Coordinator Christine Morris.**

The term 'consumer engagement' is a familiar one but not always clearly understood.

At its heart, it means the consumer plays an active role in decisions that will affect them.

In an aged care setting, this means working in partnership with residents and, at times, their family representative, to plan services with a focus on their chosen outcomes and preferences.

We will support residents to exercise choice, take risks and be as independent and self-determining as possible.

After many years of experience engaging with consumers in the health sector, and reviewing literature in this area, I believe the principle 'no decision about me without me' is fundamental to designing best-practice care, services and programs.

Residents are best placed to make the decisions that impact their care including how they choose to spend their time, the activities and services they undertake and the quality of service delivery.

*Residents are best placed to make the decisions that impact their care including how they choose to spend their time, the activities and services they undertake and the quality of service delivery*

Treating residents with dignity and collaborating with them when making decisions increases their health and wellbeing and upholds their right to maintain independence and determine the full and effective use of their personal, civil, legal and consumer rights.

As Eldercare's Consumer Engagement Coordinator, my work centres on developing a Consumer Engagement Strategy that supports the organisation's person-centred approach.

This strategy will incorporate many areas throughout the organisation including staff engagement, the Dementia Excellence Program, our personalised model of wellbeing and the implementation of our ElderPRIDE Project which aims to provide an inclusive environment for members of the lesbian, gay, bisexual, transgender and intersex (LGBTI) community.

I wholeheartedly share Eldercare's commitment to continuous improvement through comprehensive feedback processes and care plans involving residents.

We will build on these approaches to ensure that we meet the Federal Government's newly legislated Aged Care Quality Standards.

We plan to increase engagement within Eldercare by holding focused consultation meetings, measuring resident satisfaction and further involving residents in the planning and delivery of services.

I will support staff to increase their level of engagement and consult with them as we review our policies and systems to ensure this is embedded and sustained across the organisation.

It is very exciting to be joining the Eldercare community in this role and I am so grateful for the warmth and enthusiasm that others have shown in my first months.

I look forward to crafting the strategy that will help drive continuous improvement in consumer engagement and reflect our commitment to Eldercare's key organisational values of respect, accountability and connection.

Refer to page 38 for more information on Eldercare's ElderPRIDE Project and how it is creating a welcoming environment for LGBTI residents and staff.



## Art studio reveals residents' creative sides

**Sash Ferguson's brand new art studio is bringing residents joy and satisfaction by showcasing their creative talents.**



RESIDENT PAULINE SACHSE

*"Residents feel a huge sense of accomplishment when they create artworks for other residents, family members, staff and friends to admire"*

Sash Ferguson in Mount Barker opened a new multipurpose studio in 2018 to provide residents with a dedicated art space.

Lifestyle Coordinator Gail Bell said the studio is accessible to residents at any time and has become a 'social hub' where people are welcomed and spirits are lifted.

"The art studio has been such a positive addition to the Sash Ferguson community and helps Eldercare fulfil its commitment to supporting the mind, body and spirit of our residents," said Gail.

"Residents feel a huge sense of accomplishment when they create artworks for other residents, family members, staff and friends to admire."

Since the art studio opened, many residents have taken up painting as a hobby for the first time in a celebration of lifelong learning.

Volunteer art teacher Lyn Dickason runs weekly art classes where she helps residents sketch, draw and paint pictures from photos and books.

Resident Pauline Sachse, 95, first visited the studio to enjoy the atmosphere and started painting after she was given a pencil and paper to help her find her inner artist.

"Painting takes my mind off any aches and pains or worries," said Pauline.

"I see things differently now.

"I look around and think 'isn't that beautiful? I'd love to paint that'."

Gail said residents have been creating paintings to give to family and friends.

"One resident has a lovely relationship with the daughter of a volunteer, who lives in America, and sent her a painting."



RESIDENT LESLIE TOMLINSON

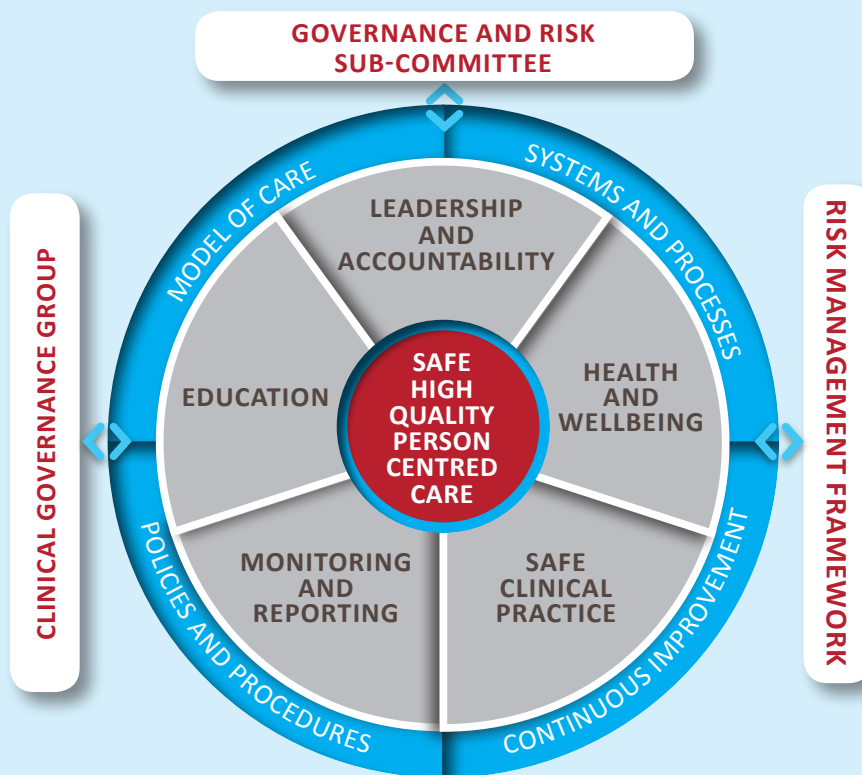
Residents are so proud of their new studio that they take visitors to see the space and show them the latest works in progress.

The art studio includes designated individual spaces so residents can work on their pieces when they choose and a dedicated exhibition area allows creations to be displayed for others to enjoy.

"It's wonderful seeing so much fantastic artwork being created and witnessing the joy and satisfaction the studio gives residents," said Gail.

# Understanding Clinical Governance: the foundation for care excellence

Eldercare has implemented a Clinical Governance Framework across its 12 residential care facilities. We explore what Clinical Governance is and how Eldercare has innovatively adapted this practice in ways that benefit residents and families.



## Eldercare's Clinical Governance Framework incorporates six key elements:

1. Safe, high quality, person-centred care
2. Leadership and accountability
3. Health and wellbeing
4. Safe clinical practice
5. Monitoring and reporting
6. Education

### What is Clinical Governance?

Clinical Governance is a system of practice where managers, clinicians and staff share responsibility and accountability for quality of care, continuous improvement, risk minimisation and clinical excellence.

### How does having a Clinical Governance Framework at Eldercare benefit residents in residential care?

The framework recognises the increased complex clinical care needs of residents when they come to live at Eldercare and ensures they each receive personalised, high-quality clinical care. With this framework in place, residents can feel confident that their care is based on the latest information, delivered by an experienced care team and supported by an organisation that prioritises clinical excellence.

### Is Clinical Governance common in residential care?

The concept of Clinical Governance is well established within acute care hospital settings in Australia but it is a relatively new concept to aged care and is now being modified to suit residential environments. Eldercare is leading the way in articulating a Clinical Governance Framework that integrates with other existing organisational strategies including the organisation's Risk Management Strategy, Case Management Model and commitment to continuous improvement.

### Who supervises Eldercare's Clinical Governance Framework to ensure it is being followed correctly?

Eldercare's Governance and Risk sub-committee and Clinical Governance Group both oversee the framework which is designed

to be used by all clinicians within Eldercare as well as General Practitioners.

### Why is a Clinical Governance Framework in residential care needed if it hasn't been adopted before now?

As Australia's ageing population increases, community expectations demand that aged care providers offer safe and desirable places for residents to live as well as the highest possible levels of clinical care. Eldercare is confident of meeting consumer expectations by having a robust Clinical Governance Framework in place. By implementing, and adhering to, a responsive Clinical Governance Framework, Eldercare can provide safe, high quality person-centred care to residents in ways that meet their clinical needs and gives them peace of mind.



## Gym program goes from strength to strength

**Eldercare's new fitness centres are becoming an important key to resident wellbeing.**



PHYSIOTHERAPIST ERIC ZHANG WITH RESIDENT MICHAEL DICOLA

Eldercare's fitness program at its residential care facilities continued to expand in 2018 with new gyms installed at Sash Ferguson in Mount Barker and The Village in Maitland.

The new gyms build on Eldercare's resident fitness program launched in 2017 and results over the past year have shown that it is benefitting residents.

Feedback from gym program participants has highlighted how regular physical activity has been a key factor to their improved wellbeing and has inspired other residents to start exercising more regularly.

Qualified staff support residents to use equipment tailored to their abilities including parallel bars, dumbbells, resistance bands and exercise bikes.

The introduction of on-site fitness centres has led to some remarkable success stories.

Resident Betty Hardy had not walked for seven months and found that visiting the gym is helping her walk to the dining room using a walking frame.

Another resident at Sash Ferguson reported that a little exercise each day was 'getting him going' and helping him to overcome some symptoms of Parkinson's.

Additional gym sessions have been added to meet increasing demand from residents and Eldercare welcomed third-year physiotherapy students in 2018 to take selected classes at Allambi and The Lodge.

### KEY BENEFITS OF EXERCISE FOR OLDER ADULTS

Improved functional ability

Improved muscle strength through resistance training

Reduced risk of falls

A healthier body weight

Reduced risk of depression and cognitive decline

Reduced impact of chronic disease



## High tech approach supports high quality care delivery

**Eldercare is addressing the complex health needs of its residents with the support of cutting-edge technology at its residential care facilities.**



RESIDENT MALCOLM MCCRACKEN WITH OXFORD AND ACACIA COURT SITE OPERATIONS MANAGER RYAN MIDGLEY

Eldercare is at the forefront of technology in the aged care sector after introducing a range of innovative tools in 2018 such as wearable technology to empower residents and improve their health and wellbeing.

Business Improvement Team Leader Isuru Elkaduwa said it was an exciting time for Eldercare with technological capabilities in the aged care sector 'evolving constantly'.

"Technology is central to all aspects of our service delivery and allows us to support our staff and enrich the lives of our residents with meaningful, personalised experiences," said Isuru.

"This year we have further developed our care approach for residents and staff with innovative tools that make us more efficient, more connected and better equipped to deliver state-of-the-art care."

Isuru said Eldercare was trialling several innovations at its Sash Ferguson facility in Mount Barker including new smart phones and mobile tablet devices for care staff and nurses.

"The mobile devices have enhanced the accuracy and timeliness of our clinical record-keeping capabilities by giving staff the opportunity to take a photo of a wound and upload it directly to Eldercare's central clinical care system called PeoplePoint," said Isuru.

"Staff can also use the phones to take photos of special events that happen at site and then upload the images to our new Eldercare Connect app so they can be instantly shared with residents' families.



“We have also introduced a secure video conferencing service called Telehealth that connects residents with medical specialists without them having to leave the facility for appointments – this is particularly valuable for residents living with dementia who can find visits to hospitals and specialists stressful and difficult.”

Isuru said Eldercare was also continuing to equip clinical staff with additional mobile tablet devices for ‘more responsive resident care’ at site.

“I predict we are going to see staff using mobile devices more and more as technology progresses,” said Isuru.

“Since their introduction, these devices have enhanced bedside care for residents with staff able to access and update medical records ‘on the spot’.

“As technology progresses, we will find that anything staff can do to support residents on a computer will be possible on a smart phone or tablet.”

Eldercare has increased its investment in technology to enhance resident safety by installing CCTV cameras in most public areas and all Memory Support Units at every residential care facility.

The organisation has also introduced an alert system that notifies staff when a resident, who is at risk of wandering, walks into another resident’s room or attempts to leave the facility.

Wearable activity trackers have also been trialled at selected residential care facilities to monitor resident health and fitness and will continue to be introduced at all sites.

Isuru said Eldercare would continue to invest in technology that promoted a seamless experience for its internal and external stakeholders including General Practitioners.

“We’ve given doctors and allied health workers secure access to PeoplePoint so they have the opportunity to enter their notes directly into the system after a resident consultation resulting in more efficient record keeping,” said Isuru.

“Internally, we have upgraded our business systems and information sharing capabilities which includes the introduction of our new Eldercare Library of Information (ELI) platform that stores important policy and procedure information in a central location and is easy for staff to access.”

Eldercare has expanded the functionality of its business intelligence tools so that they can now

provide Site Operations Managers with key clinical data such as call response times and occupancy information.

“The potential of technology to enhance the aged care experience, and our operational effectiveness, is huge and Eldercare will continue to investigate any innovations that result in a better experience for our residents and our staff,” said Isuru.



*“This year we have further developed our care approach for residents and staff with innovative tools that make us more efficient, more connected and better equipped to deliver state-of-the-art care”*

See page 27 to learn more about the **Eldercare Connect app** and how it is helping residents and their families stay in touch.

Find out how Eldercare’s **advanced nurse call system** is increasing resident flexibility, privacy and safety on page 32.

## Dandelion Project helps avoid unnecessary hospital visits



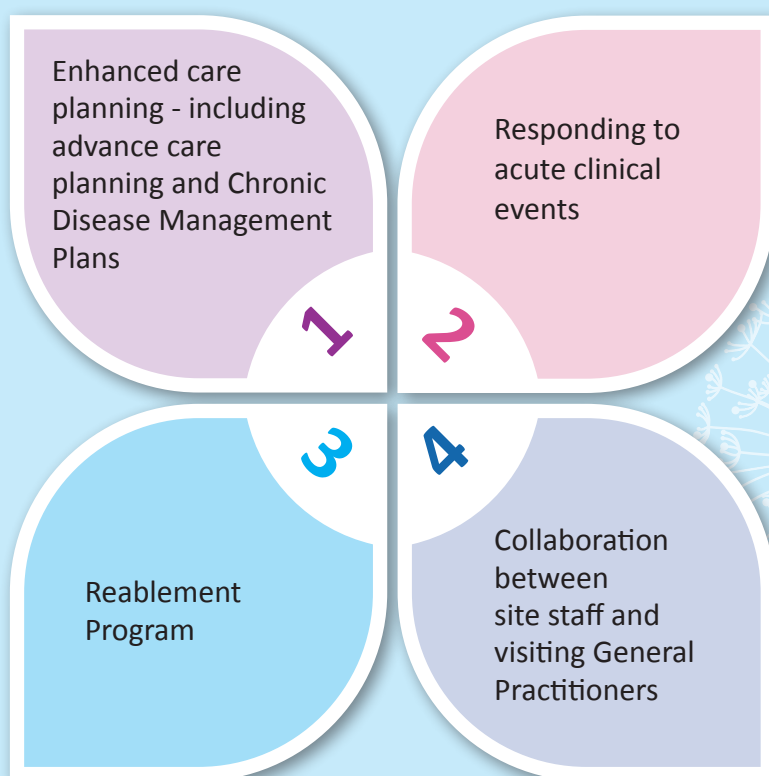
**Eldercare's Dandelion Project has been extended for another year enabling residents to receive specific medical treatments within their residential care environment.**

Eldercare's hospital avoidance initiative, the Dandelion Project, will continue until June 2019 following a funding boost from the Federal Government's Adelaide Primary Health Network.

The project, which began mid-2017 at Seaford in the south, Allambi in Glengowrie and Trowbridge House in Payneham, aims to prevent the need for residents to visit hospital unnecessarily due to a sudden illness or worsening of a chronic condition.

Supporting residents on-site can increase their health and wellbeing outcomes and avoid potential complications resulting from hospital visits.

### The four elements of the Dandelion Project



Eldercare Clinical Leaders and Registered Nurses have undertaken further medical training, under the guidance of Nurse Practitioners and General Practitioners, so they are equipped to perform specific procedures including the administering of intravenous fluids, antibiotics, iron and blood transfusions.

Residents are offered the choice of where they wish to be treated and residents generally choose Eldercare over a hospital.

The Dandelion Project model of care will be finalised over the next six months at Seaford and Allambi and is expected to provide enormous health benefits to residents as it is gradually implemented across Eldercare residential facilities.

### The Dandelion Project: July 2017 – June 2018

	No. of clinical interventions performed at an Eldercare facility	No. of hospital transfers prevented
Allambi	146	81
Seaford	39	23
Trowbridge House	53	29
<b>TOTAL</b>	<b>238</b>	<b>133</b>





*“By decreasing the number of times a resident needs to go to hospital, we can increase their health and wellbeing outcomes”*

DANDELION REGISTERED NURSE PETRIA JENSEN  
WITH RESIDENT BRUCE COVENTRY

**Eldercare produced a video in 2018 showcasing The Dandelion Project and the benefits for residents, families, staff and local General Practitioners. The following perspectives are edited excerpts from the video:**

#### **Dandelion Nurse Practitioner Mark Rogers**

“Dandelion Nurses follow the protocols and pathways to provide care and manage a resident’s deteriorating condition until a General Practitioner can be contacted for further advice or the General Practitioner is able to attend the resident to provide medical treatment. When a resident is over the most acute phase of their illness, we’re able to implement a Reablement Program. Our aim is to return the resident to their maximum ability and function. Implementing a model of care such as the Dandelion Project enables us to build relationships with General Practitioners, nursing staff and the residents. It enables us to provide the right care at the right time and in the right place. It also enables us to respect the rights, the choices and the preferences of the residents.”

#### **Palliative Care Nurse Practitioner Karen Glaetzer AM**

“Advance care planning is a really important part of a person’s health care preferences; particularly if there is a deterioration in their condition, then we know what sort of care they want for their future. The ideal time for someone to do an Advanced Care Plan is before they are admitted to an aged care facility but on admission is a good time to review these plans. If there’s a significant change or deterioration in their condition then we need to revisit and make sure that what’s written in the plan is congruent with their current wishes.”

#### **General Practitioner Dr Helen Bryden**

“I think the General Practitioner has the most information at their fingertips about the resident. We have a lot of background information from knowing them over a period of time and from interacting with their relatives so I think we’re probably best placed to make the right decisions about somebody’s management when they’re unwell.”

#### **Family Representative Robert Amos**

“Mum was having a meal and something got stuck in her throat. The staff were very quick to find her and assess her. I was informed immediately by phone...which I was very grateful of. I asked if Mum was going to hospital and they said ‘no, not at this stage, we haven’t really made the final assessment.’ Shortly after, they phoned me back and said ‘she has recovered completely, she’s resting nicely and she’s not going to hospital’ which I was glad of. Once they go to hospital they don’t get the care they get here.”

#### **Resident Bruce Coventry**

“There’s nothing better than being in your own room; particularly when you’re not well.”

## Industry-leading initiative examines optimal use of medications

**Eldercare is leading the way with a major new initiative to systematically minimise the use of unnecessary or excessive medications and deliver better health outcomes for residents.**



Eldercare has been collaborating closely with Clinical Pharmacists and General Practitioners as part of a review that aims to reduce the unnecessary use of medications at its residential care facilities.

The Polypharmacy Review commenced in mid-2017 when Eldercare contracted its partner Clinical Pharmacists to conduct an analysis of residents' medication records and identify opportunities to deprescribe.

Clinical Pharmacists consulted with Eldercare's Site Operations Managers, Clinical Leaders and Nurses as well as local General Practitioners before providing recommendations to residents.

Eldercare's clinical staff now review each new resident's medications on admission. This has been identified as the perfect opportunity to undertake a review and ensure the drugs prescribed are still benefitting the resident's health.

Eldercare is unique in taking such a systematic and collaborative approach to tackling polypharmacy. Outcomes from the review will continue to be incorporated into Eldercare's medication policies and processes as well as its work practices and training for care staff.

The project is due for completion by the end of December 2018 with a full evaluation to follow early in 2019.

### What is polypharmacy?

Polypharmacy occurs when a resident is taking five or more medications at one time. It is of particular concern in residential care and can have a significant negative impact on a resident's health.

### Potential benefits of deprescribing:

- Improved quality of life
- Fewer side effects and adverse reactions to medications
- Staff have more time to support residents in other ways
- Reduced risk of falls
- Less trips to hospital
- Reduced pharmacy bills
- Frequency of medication is streamlined

### Eldercare's deprescribing success

In a review conducted of **841** Eldercare residents to date, Clinical Pharmacists made **1,151** prescription recommendations. General Practitioners actively considered these recommendations. At Evanston Park in Gawler, the first site involved in the program, **60%** of recommendations made between February 2018 and November 2018 were agreed to and implemented.



# Introducing: Eldercare Connect



## What is Eldercare Connect?

Eldercare Connect is a new specially tailored mobile telephone app that goes to the very heart of Eldercare's core value of connection by bringing residents and families closer together. The app is available on Android and Apple mobile phones.

## How does Eldercare Connect work?

Eldercare Connect allows staff members to send personal messages, photos, newsletters and other information from residents to their relatives in real time.

It is quick and easy for Eldercare staff to send content directly to a resident's family or post more general information to all family groups who are part of a residential care community.

Family members who are linked to their loved one's Eldercare Connect account receive a notification via the app on their mobile phone when new information is posted.

## Where is Eldercare Connect being used?

Eldercare commenced its trial of the app in 2018 at its residential care facility Sash Ferguson in Mount Barker with five residents and their families from around Australia and overseas.

A group of residents are also now using the technology at Allambi in Glengowrie.

## What has been the feedback to Eldercare Connect?

Relatives are finding the mobile app easy to use and it is helping them feel more connected, and included, in their loved one's care and daily life.

## Why is technology like Eldercare Connect needed in residential care?

With many families living far from one other, whether in different towns, states or countries, the app helps to close that distance and give residents the opportunity to keep loved ones up to date at the touch of a button.

## Oxford trials new wellbeing model to achieve exceptional quality of life for residents

**Oxford's Integrated Wellbeing Model combines dedicated care staff with state-of-the-art technology and a purpose-built environment to deliver the highest standards of residential care.**



Eldercare's commitment to innovative care delivery was publicly recognised this year when Oxford's Integrated Wellbeing Model was a finalist in the Innovation in Service or Design category at the 2018 South Australian Aged and Community Services Australia Awards.

Site Operations Manager Ryan Midgley said the trial of the Integrated Wellbeing Model began at Oxford in December 2017 when the Hove facility reopened following a \$4.3 million refurbishment.

"Our vision was to create a community in which the physical environment, the workforce and the service model were aligned to promote resident wellness and wellbeing," said Ryan.

"The aged care market is transforming, along with consumer needs and preferences, and this model delivers a truly individualised service to each resident that focuses on supporting their mind, body and spirit."

RESIDENT DAPH TRICKEY ENJOYING ACTIVITIES WITH A CHILD FROM KATE COCKS CHILD CARE CENTRE

Residents are encouraged to work towards meaningful goals and, since implementing the model one year ago, Ryan said they have seen some outstanding outcomes.

*"...this model delivers a truly individualised service to each resident that focuses on supporting their mind, body and spirit"*

"One of our residents was enabled to participate in his very first City-Bay Fun Run in his powered wheelchair," said Ryan.

"He had been improving his walking and was able to cross the line on foot with support from staff.

"Another resident enjoys heading out to attend Tai Chi classes in the local community."

Oxford has also been enjoying tremendous success nurturing intergenerational relationships through fortnightly visits with children who attend the neighbouring Kate Cocks Child Care Centre.

The children brighten the lives of residents and, through activities like colouring, puzzles, group reading, singalongs and ball games, help them connect with positive memories and find joy, meaning and satisfaction.



Ryan said the model also recognises the potential of technology to enable self-determination, connection, fitness and safety.

“Each resident enjoys the use of a personal tablet and a wall-mounted television in their room with a personal Netflix account,” said Ryan.

“Wearable activity trackers are provided to every resident and have become a key talking point.

“We’re obtaining a lot of valuable data from the activity trackers including regular feedback on heart rates, sleep patterns and steps taken which helps us create wellness profiles for each resident over time.”

Wearable Global Positioning System (GPS) devices also help staff to monitor the movements of residents who may be at risk of wandering and provide peace of mind to residents and their families without impacting on personal freedoms.

Residents’ preferred outcomes are captured in a support planning process which, together with the use of innovative technology, fosters independence, physical fitness, health and happiness.

Traditional nursing and carer roles have been replaced by dedicated Wellness and Wellbeing teams who are responsible for delivering Oxford’s unique approach which ensures residents feel cared for, connected and enabled to live their best lives.

The Wellness team, led by the Services and Care Manager, addresses each resident’s clinical and personal care needs while the Wellbeing team, led by the Wellbeing Consultant, consists of Allied Health specialists and Chaplains who devise enriching and individualised activity programs for each resident that respects their wishes and helps them achieve their goals.

Project Team Manager David Boughey said Oxford’s built environment had been redesigned with residents’ quality of life in mind.



WEARABLE ACTIVITY TRACKERS ARE HELPING ELDERCARE STAFF CREATE WELLNESS PROFILES FOR RESIDENTS

“New communal spaces including multiple lounge rooms, a private dining room and a shared movie viewing area encourage connection among residents,” said David.

“Residents can also enjoy the new gymnasium and fully renovated hairdressing salon.”

The Integrated Wellbeing Model has received positive feedback from residents and their families.

Family representative Judith Ashcroft said the ‘success barometer’ for any residential care facility should be residents themselves.

“Are residents happy? I believe the answer for Eldercare Oxford is an overwhelming ‘Yes!’,” said Judith.

Eldercare continues to trial innovative wellbeing solutions at Oxford with a view to introducing them at other facilities.



WELLBEING CONSULTANT JESS HONNER AND RESIDENT MARIE CHRISTIE



## Transparency and technology enable a stress-free retirement

**Eldercare's retirement living villages offer a unique combination of independence, support and friendship.**



AUDREY GRIFFITHS AND RON THOMASON  
AT COLLETT BARKER IN MOUNT BARKER

OLD OXFORD COURT IN HOVE

Eldercare has remained committed to delivering peace of mind to retirees in 2018 by providing transparent contracts and introducing new technologies at its villages.

Retirement Living Manager Julie Capozza said Eldercare had made the application process for retirees simple and personalised and had a team of highly experienced staff on hand to help guide individuals from the time they make their first enquiry to the time they move into a village.

"You're not just a number in our system at Eldercare – our team is committed to helping people find the right place to enjoy their retirement," said Julie.

"There has been a lot of negative publicity surrounding the retirement living industry recently and, whilst I can't comment on other providers,

I can say that Eldercare prides itself on having simple and transparent contracts which makes it easy for people to understand their financial commitments.

"We also don't charge any administration, refurbishment or remarketing fees on our newer contract types and we explain this to prospective residents upfront."

Resident Barry O'Neill said he and his wife Mary found Eldercare staff to be 'very helpful and friendly'.

"Eldercare made our move so easy and painless."

Julie said that when a new resident moves into an Eldercare retirement village they join a close-knit community where everyone looks out for one another while respecting each other's privacy.

"One of the joys of living in one of our retirement villages is the new social connections you can make," said Julie.

"We place a strong focus on creating supportive communities where you can connect with like-minded neighbours and enjoy social gatherings."

Julie said units are refurbished to a premium standard as they come onto the market to support ageing in place for each new resident.

"Our units include many desirable features including easy-to-use lever handles on all taps and doors, quality day and night blinds for added privacy and low maintenance hybrid flooring in main living areas for easy cleaning and fewer trip hazards," said Julie.



"We take the opportunity with unit upgrades to renovate the kitchen offering soft close drawers, quality appliances and benchtops.

"Eldercare also enables residents to live independently for longer with a wide range of in-home services available through Eldercare Service Assist including meal preparation, personal care, shopping and transport to medical appointments."

Julie said Eldercare's commitment to delivering peace of mind to retirees was further underpinned by technological innovation with each new resident connected to Eldercare's In Case of Emergency (ICE) app.

"The ICE app is remotely accessible by the Retirement Living team and is designed for when family or emergency services personnel, such as ambulance or police officers, need to access important information to assist residents in emergencies," said Julie.

"On several occasions this app has supported the safety and wellbeing of our residents in distress who were unable to communicate to emergency authorities."

Eldercare has a range of one, two and three-bedroom retirement living units and villas that are situated in premium locations close to medical services, libraries, shops and public transport.

Julie said most villages are positioned near Eldercare's residential care facilities offering retirees the opportunity to visit loved ones who may be in care or access dining and hairdressing services for themselves.



OLD OXFORD COURT IN HOVE

"We can also provide a single point of contact for residents if they choose to transition from living independently in one of our retirement units into one of our residential care facilities," said Julie.

Professional contractors maintain the landscaped gardens at each village enabling residents to relax and enjoy their retirement.

Eldercare maintenance staff are also available to provide regular and 24-hour urgent home maintenance services when required.

"Residents regularly tell my team how happy they are with the professionalism and support they receive and how they feel they've made a great choice with Eldercare," said Julie.

"It's this blend of independence, support and friendship that nurtures each resident's mind, body and spirit and makes our retirement villages wonderful communities."

*"One of the joys of living in one of our retirement villages is the new social connections you can make"*



EXHIBITION COURT IN MOUNT BARKER

## Cutting edge nurse call system benefits residents and staff

**Eldercare's adoption of innovative nurse call response technology at its residential care facilities will increase resident flexibility, privacy and safety.**



EACH RESIDENT'S PENDANT FUNCTIONS ANYWHERE WITHIN THE FACILITY

Eldercare continued to roll out its state-of-the-art nurse call system to its residential care facilities throughout 2018 as part of an organisation-wide initiative to ensure rapid call response times for residents.

Systems and Information Manager Shayne Hilton said the Advanced Care system had been installed at Evanston Park in Gawler this year and would be implemented at Trowbridge House as part of the Payneham facility's current redevelopment.

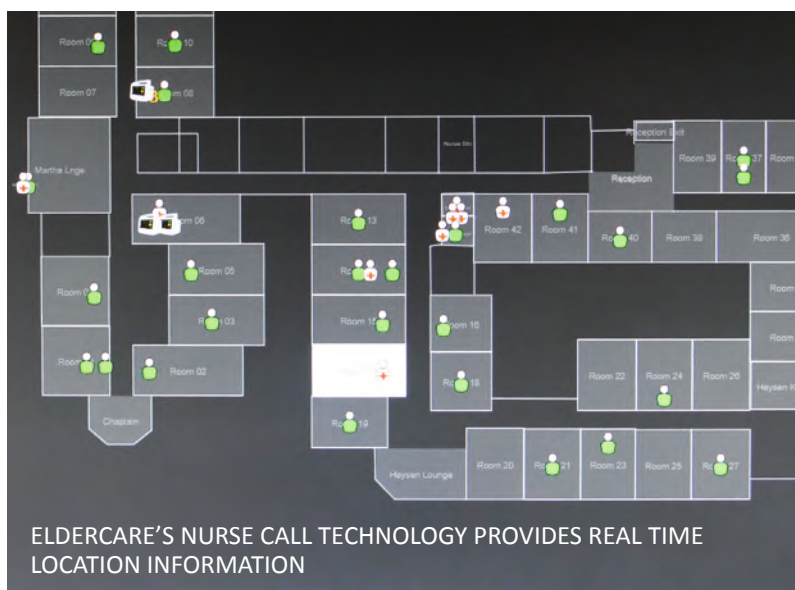
"This system involves providing a pendant to each resident with real-time location awareness that functions anywhere in the facility and alerts staff if they call for assistance," said Shayne.

"Residents have peace of mind knowing they will receive prompt assistance no matter where they are; 24 hours a day, seven days a week."

Shayne said modern technology often came with unexpected benefits and believed one of the key advantages of the nurse call system was that it can be continually updated with additional features.

"Our team has worked closely with the vendor to create profiles for individual residents and tailor the features of the software to meet residents' needs in line with feedback from Site Operations Managers," said Shayne.

"This includes refining the system to automatically alert staff when a resident, who is at risk, attempts to leave the site or wanders into someone else's room."



ELDERCARE'S NURSE CALL TECHNOLOGY PROVIDES REAL TIME LOCATION INFORMATION

*"Residents have peace of mind knowing they will receive prompt assistance no matter where they are; 24 hours a day, seven days a week"*

The technology has been in place for a year at Sash Ferguson in Mount Barker and Site Operations Manager Nicole Cannon said the new system provided better support for residents in a way that was 'less intrusive'.

"Multiple sensors installed in the ceiling help staff monitor resident activity overnight and we have tailored these to suit each resident's circumstances," said Nicole.

"For example, we can program the system to call for a nurse's assistance as soon as a resident starts to get out of bed.

"We have also designed a system that alerts staff if a particular resident has not left the bathroom after an agreed period of time giving the resident dignity and privacy."

Nicole lauded the technology as a 'huge leap forward' in functionality.

"Soft touch silicone call buttons and pendants have proven particularly helpful for residents with limited movement, grip strength and dexterity," said Nicole.

"An automated reporting system is also a welcome feature and ensures our staff can accurately track call response times."





TRADITIONAL CHINESE MEDICINE HOSPITAL GRADUATES PICTURED WITH (L-R) G88 CONSULTANT GREG ADEY, FACILITY MANAGER DUAN LIMING, AAWS CHIEF EXECUTIVE JANET SPOUSE AND AAWS NURSES ISABEL SHAO AND SUNNY YIN

## Eldercare celebrates aged care training success in China



Australian Ageing  
& Wellness Services

### Eldercare's collaboration with two local aged care providers has created an exciting new Asian export opportunity for South Australia.

Australian Ageing and Wellness Services (AAWS), a collaboration between Eldercare, Southern Cross Care and Life Care, achieved a major milestone in 2018 with the completion of its first practical training course for aged care workers in China.

Eldercare Strategic Development Manager and AAWS Chief Executive Janet Spouse said 20 employees from the Traditional Chinese Medicine Hospital in Shandong recently graduated from its Intensive Elderly Care course.

"It has been incredibly exciting to see the first group of students graduate from the first AAWS course delivered on the ground in China by senior nursing and care staff from Adelaide," said Janet.

"The students worked hard to quickly develop specialist aged care skills and demonstrated their ambition to create residential care facilities that are desirable places for elderly people to live."

The Intensive Elderly Care course is a 12-month education and coaching program for managers and staff operating residential care facilities in China and was developed in alignment with Chinese Government priorities to create a world-class aged care system.

*"Australia is recognised as a leading aged care provider across the Asia Pacific region and our Chinese partners really connect with our relaxed but professional Australian manner"*

Students were trained in a range of specialised areas including clinical and care skills, policies and procedures as well as Clinical Governance.

"More than 358 million Chinese people will be over the age of 60 by the year 2030 so our training is designed to fast track the knowledge and skills of China's aged care workforce so they quickly develop the capacity to support their rapidly ageing population," said Janet.

AAWS was officially launched in late 2017 when Eldercare partnered with Southern Cross Care and Life Care to develop business opportunities overseas and become an international exporter of aged care knowledge and expertise.

Janet said she is proud that AAWS is helping to 'shape the future of China's aged care industry' by sharing cutting edge, specialised knowledge with its Chinese counterparts.

"Australia is recognised as a leading aged care provider across the Asia Pacific region and our Chinese partners really connect with our relaxed but professional Australian manner," said Janet.

"AAWS will continue to share our skills and work collaboratively with our international business partners to build a uniquely Chinese model of care which is good for government, good for business and, most importantly, good for older people."

## Eldercare expands palliative care support

**Eldercare has strengthened its commitment and capacity to deliver quality end-of-life care and provide greater comfort and dignity to residents and their families.**

Conversations about death and dying are never easy.

To try and reduce the stigma associated with end-of-life care, Eldercare has taken a proactive approach by equipping and supporting clinical staff to help residents and families navigate difficult discussions and decisions.

Chaplaincy and Palliative Care Manager Mark Butler, who oversees Eldercare's Palliative Care Program, said the organisation had engaged the services of leading Palliative Care Nurse Practitioner Karen Glaetzer AM to provide consultancy, education and practical support in advance care planning and symptom management.

"Karen supports site-based staff to understand and honour each resident's wishes," said Mark.

"By equipping staff to provide best-practice palliative care, Eldercare aims to improve residents' quality of life through early identification, assessment and treatment of symptoms and by responding to their physical, cultural, psychological, social and spiritual needs."

Eldercare implemented The Palliative Approach in Residential Aged Care in 2014 with the aim of providing a consistent, evidence-based foundation to palliative care across all of its residential care sites.

Mark said that when a resident moves into an Eldercare facility, they are invited to discuss their end-of-life choices and preferences with their family representative and an experienced staff member.

"During these conversations, residents outline their wishes regarding clinical interventions, cultural and spiritual needs and other preferences relevant to end-of-life care," said Mark.

"We then complete an Advance Care Planning Assessment which documents how these wishes have been conveyed, either through a South Australian Advance Care Directive, Eldercare Advance Care Plan or through other appropriate means.

"Advance care planning is an essential part of each resident's care and ensures we are respectful and responsive to their choices and preferences."

Mark said quality palliative care is a multi-disciplinary effort that focuses on providing individualised care, promoting wellbeing and enabling residents to live well until the end of their lives.

"Excellence in palliative care requires outstanding clinical care and pastoral support, including a holistic assessment, so that any potential problems a resident may experience can be anticipated and their impact reduced," said Mark.

"Good care should also aim to prevent unnecessary and unwanted hospitalisation during the final days or weeks of a resident's life so that they can remain in familiar and comforting surroundings."

Eldercare's Palliative Care team works closely with each resident's General Practitioner to assist, when appropriate, in situations where clinical choices and preferences are discussed.

"It is always preferable to have a resident's doctor involved in advance care planning conversations and to assist with

the completion of a Resuscitation Alert – Seven Step Pathway form where a resident's choices about emergency medical interventions are recorded," said Mark.

"Further case conferences are held when a clinical assessment indicates the resident may have no more than six months to live and again in their final days.

"These important meetings bring the resident, their family representative, their doctor and members of the site's care team together to review their clinical needs and revisit end-of-life care choices."

Mark said that when a resident is nearing the end of their life, and requires more focused comfort, a Residential Aged Care End of Life Care Pathway is used to ensure they receive consistent and high quality palliative care.

*"Advance care planning is an essential part of each resident's care and ensures we are respectful and responsive to their choices and preferences"*





GENERAL PRACTITIONER KIN LAU AND PALLIATIVE CARE NURSE PRACTITIONER KAREN GLAETZER AM DISCUSS ADVANCE CARE PLANNING WITH A RESIDENT

“Key to Eldercare’s approach is the way staff manage symptoms, attend to emotional and spiritual needs, assist during times of grief and enable comfort and dignity for residents,” said Mark.

“We have a wide range of options to meet the palliative care needs of each resident which include having Chaplains at every residential care site to offer pastoral support.

“Other treatment options may include meditation, massage, aromatherapy, passive exercises and the use of targeted palliative care medication to relieve discomfort.”

To ensure the highest standards of palliative care are met, and sustained, Eldercare recently established a Palliative Approach Reference Group which meets quarterly to ensure the

program achieves performance expectations and applies continuous improvement.

*“Dignity and access to the relief of suffering is a fundamental human right and our residents deserve no less”*

Mark said good palliative care is underpinned by the principle of ‘treating others as we would wish to be treated or as we would wish our loved ones to be treated’.

“Dignity and access to the relief of suffering is a fundamental human right and our residents deserve no less,” said Mark.

“I passionately believe that quality palliative care is one critical way Eldercare fulfils its purpose and values.

“Through the proper application of Eldercare’s Palliative Approach in Residential Aged Care, we can offer peace of mind to our residents, their loved ones and our staff.”





THE VILLAGE CHEF MANAGER NATASHA BURTON IN THE UPGRADED SERVERY AND DINING AREA

## Building for better communities and better care

### **Eldercare's commitment to reinvesting in its residential care facilities is making life better for residents, families and staff.**

Eldercare continued to invest in its Property Improvement Program with upgrades to several residential care facilities across Greater Adelaide and the Yorke Peninsula in 2018.

Project Team Manager David Boughey said projects were undertaken at Elanora in Stansbury, South Park in Minlaton, The Village in Maitland, Allambi in Glengowrie, Sash Ferguson in Mount Barker, Cottage Grove in Woodcroft and Trowbridge House in Payneham.

"The renovations are an integral part of Eldercare's person-centred approach," said David.

"We place the needs of residents at the heart of everything we do and that includes providing them with the best living environments possible.

"Eldercare invested approximately \$5 million in residential care property refurbishments this year demonstrating our ongoing commitment to resident comfort and safety."

The refurbishments at Trowbridge House will involve resident room upgrades as well as new flooring, furniture and paintwork in selected private and shared areas.



TROWBRIDGE HOUSE SITE OPERATIONS MANAGER JO WAGNER WITH PROJECT TEAM MANAGER DAVID BOUGHEY



Other improvements will include upgrades to offices and the installation of a state-of-the-art nurse call system which will allow carers to quickly locate and assist residents anywhere within the facility.

Site Operations Manager Jo Wagner said the upgrades to Trowbridge House will result in better living experiences for residents and improved working conditions for staff.

"It is vital that our residents can live happily and comfortably and our staff can work effectively to deliver the best care possible," said Jo.

"It has been really interesting witnessing the revitalisation of the facility over the last few months and I look forward to hearing everyone's comments when work is completed."

David said Eldercare's priority is to provide 'modern and relaxing spaces' for residents to enjoy.

"Additions such as a contemplation room at Allambi and a new gym and art studio at Sash Ferguson are designed to provide a better quality of life for residents," said David.

"As part of our work on the Yorke Peninsula, upgrades at The Village in Maitland included a new servery and gym as well as an upgrade of the existing dining room to coincide with the facility's 40<sup>th</sup> birthday year.

*"It is vital that our residents can live happily and comfortably and our staff can work effectively to deliver the best care possible"*

"We have installed solar panels at Sash Ferguson, Head Office and Cottage Grove as part of a three-year project that is aimed at reducing power costs and our energy footprint and we have more installations planned for six other sites in 2019."

David said Eldercare would continue to review its residential facilities to identify future opportunities for improvement and redevelopment.

"Our next phase involves planning further improvements to Acacia Court in Hendon and Cottage Grove in Woodcroft," said David.

"These upgrades will continue to offer residents homelike living environments that support their comfort and wellbeing."



THE NEW GYM AT THE VILLAGE IN MAITLAND

## ElderPRIDE promotes LGBTI inclusiveness

**One year after launching its ElderPRIDE project, Eldercare's commitment to becoming a Provider of Choice for the lesbian, gay, bisexual, transgender and intersex (LGBTI) community is gaining momentum and further instilling the organisation's key values of respect, accountability and connection.**

Eldercare accelerated its efforts in 2018 to seek Rainbow Tick accreditation with a range of initiatives introduced to recognise LGBTI rights and create a welcoming environment for residents, families, staff and volunteers.

Risk, Quality and Compliance Manager Chris Hunt said the Rainbow Tick is a recognised benchmark of diversity and that Eldercare's new initiatives had included LGBTI aged care awareness training for staff and the review of Eldercare policies and publications to demonstrate greater inclusion.

"Eldercare places the highest priority on the wellbeing of residents, staff and volunteers which includes a sincere commitment to offering an inclusive and diverse environment that recognises the rights of LGBTI people," said Chris.

"Alongside the advances made by our recent White Ribbon accreditation to help stop violence against women, and other staff engagement initiatives, ElderPRIDE flags Eldercare as an Employer of Choice in providing a supportive, diverse workplace.

"It also enhances our position as a responsible not-for-profit organisation and demonstrates our commitment to the LGBTI community, employees, business partners and the public."

Chris said residents who identify with the LGBTI community can be 'anxious about being judged' when entering a residential facility.

"We say to residents that they can feel safe in the knowledge Eldercare is aware of LGBTI issues and that the staff caring for them will respect their choices and welcome them," said Chris.

"We want everyone in the Eldercare family to know they are respected, and their needs understood, which we hope will reduce any anxiety and encourage openness.

"If Eldercare can help improve the lives of older LGBTI people and their families, and provide a supportive working environment for LGBTI staff, I think we can be very proud of this achievement."

Eldercare will discover if it has been successful in gaining Rainbow Tick accreditation in late 2019.

**Eldercare invites interested participants to join a LGBTI reference group to help achieve the Rainbow Tick. If you are interested in joining please telephone Chris Hunt on (08) 8291 1000.**



RESIDENTS AT ELDERCARE EVANSTON PARK WORKED WITH VOLUNTEERS AND STAFF TO CREATE 'THE DIVERSITY TREE' MADE FROM RESIDENT THUMB PRINTS TO CELEBRATE DIVERSITY AND INCLUSION. THE ARTWORK WAS AWARDED FIRST PLACE FOR 'ANY GROUP ARTICLE' AT THE GAWLER SHOW IN AUGUST 2018.



## Churchill Fellow examines international dementia innovation

**Dementia Excellence Program Manager and Churchill Fellowship recipient Sarah Jamieson shares her experience visiting the United Kingdom and Europe in 2018 to investigate best practice approaches for people living with younger onset dementia.**

My Churchill Fellowship study tour was the most inspirational, life-changing five weeks of my life.

I applied for a Churchill Fellowship because I wanted to find practical solutions that could be adopted in Australia to enhance wellbeing and quality of life for people, particularly younger people, living with dementia in residential care settings.

In my visits to England, Scotland, The Netherlands, Belgium and Italy, I saw outstanding services and approaches that reflect the progressive work already taking place in Australia and I believe that these same outcomes are applicable across all residential care services.

I saw how younger people can benefit from living with their peers in relaxed and informal environments and how they are supported to live life according to their preferences.

It became very clear that strategies which allow people to stay at home longer, such as live-in carer support, are vital.

Although each service I visited was very different, they shared some common themes including a person-centred philosophy focusing on wellbeing, quality of life, connection and meaning.

They provide 'support' rather than 'care'.

They recognise people's strengths and use values-based recruitment to attract compassionate and empathic staff and adopt an informal organisational style.

***The insights I gained will continue to drive our person-centred approach and empower us to deliver wellbeing-focused support***



CHURCHILL RECIPIENT SARAH JAMIESON WITH SOUTH AUSTRALIA'S GOVERNOR HIS EXCELLENCY THE HONOURABLE HIEU VAN LE AO

I discovered that the right individualised support is more important than the right environment; however, the most positive environments are small-scale household models where there may be six like-minded people living as a family in a house enriched with colour and familiar items.

Large gardens and outdoor spaces for socialising, walking or working are also valuable.

The insights I gained will continue to drive our person-centred approach and empower us to deliver wellbeing-focused support that enables people to find meaning and purpose whilst building and maintaining social connections to live their preferred lives.

We will be able to explore new individualised support frameworks, strengths-based care planning, environmental enrichment, assistive technology, specialist services for younger people, household models and small-scale living.

I am incredibly grateful to my sponsor Mr Paul Tys, the Winston Churchill Memorial Trust of Australia and to everyone at Eldercare who made it possible for me to travel and experience other best practice approaches and empowering environments.

# CONTACT US

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## RESIDENTIAL CARE LOCATIONS

<b>GAWLER</b> EVANSTON PARK	<b>MINLATON</b> SOUTH PARK
<b>GLENGOWRIE</b> ALLAMBI	<b>MOUNT BARKER</b> SASH FERGUSON
<b>GOODWOOD</b> KIRKHOLME*	<b>PAYNEHAM</b> TROWBRIDGE HOUSE
<b>HENDON</b> ACACIA COURT	<b>SEAFORD</b> SEAFORD
<b>HOVE</b> OXFORD	<b>STANSBURY</b> ELANORA
<b>MAITLAND</b> THE VILLAGE	<b>WAYVILLE</b> THE LODGE
	<b>WOODCROFT</b> COTTAGE GROVE

\*ELDERCARE RESIDENTS  
HAVE VACATED THIS  
FACILITY TO ALLOW FOR  
SITE REDEVELOPMENT

### ADMISSIONS ENQUIRIES:

1300 925 414 OR  
admissions.enquiry@eldercare.net.au

## RETIREMENT LIVING LOCATIONS

<b>FELIXSTOW</b> MULBERRY GROVE	<b>MOUNT BARKER</b> <ul style="list-style-type: none"><li>• COLLETT BARKER</li><li>• ELMWOOD GROVE</li><li>• EXHIBITION COURT</li><li>• JUBILEE COTTAGES</li><li>• SASH FERGUSON UNITS</li></ul>
<b>HOVE</b> <ul style="list-style-type: none"><li>• OLD OXFORD COURT</li><li>• OXFORD UNITS</li></ul>	<b>NORWOOD</b> KINGSBOROUGH
<b>KENT TOWN</b> COLLEGE GREEN	<b>STANSBURY</b> CORRELL COTTAGES
<b>MAITLAND</b> THE VILLAGE UNITS	<b>WOODCROFT</b> COTTAGE GROVE COURT

### RETIREMENT LIVING ENQUIRIES:

(08) 8274 3633 OR  
retirement.living@eldercare.net.au

## DAY THERAPY CENTRE

**HENDON**  
ACACIA COURT

### DAY THERAPY CENTRE ENQUIRIES:

(08) 8243 1844 OR  
daytherapy.acc@eldercare.net.au

## HOME CARE

**YORKE PENINSULA**  
**COPPER COAST**

### HOME CARE ENQUIRIES:

(08) 8832 2822 OR  
yphomecare@eldercare.net.au

