

SPRING 2022

THE REGIONAL BUZZ



The Official Newsletter of Huon Regional Care



CEO Update

Dear readers

Welcome to the Spring edition of The Regional Buzz, our newsletter for residents, clients and their families and friends to catch up on past events, see what is coming up, and stay informed about Huon Regional Care.

Meeting the challenges

The year 2022 has been filled with challenges, surprises, and changes but the one thing that has not changed is our reason for doing what we do. Our focus on our residents and Home Care clients continues to be our priority across the Dover, Franklin, and Tasman facilities.

Many of the changes we face around compliance requirements are a result of the final report handed down in February 2021 from the Royal Commission into Aged Care Quality and Safety. The recommendations have provided insight as to how we can improve our practices and service delivery to ensure we provide the best care and experience to those that have placed their trust in us.

Finding the balance between financial viability, compliance and quality care is a major challenge. There are no short cuts, it is an act of careful strategic planning and execution with some of the most hardworking people I have worked with. It is to the staff on the floor, working behind the scenes and in your communities, that the great achievements of Huon Regional Care must be attributed.



At the centre of all we do is to provide safe, quality care to our residents, consumers, and clients. I feel privileged to work within this sector and have been incredibly lucky to have had the opportunity to work with other CEO's across the sector, who have been generous with their knowledge, experience, and support, particularly as we navigate through the changes and improvements to the Aged Care sector.

Tomorrow's leaders

Our Emerging Leaders program enables a group of staff to invest their time into developing their leadership and development skills, allowing them to provide extra support to the teams on the floor, as well as offering further opportunities for training and development.

Our Senior Managers have also had the opportunity for professional development through workshops and will continue to develop their skills, with exciting opportunities coming up in the new year.

New faces

We've been delighted to welcome so many new faces to our team. In particular, a big welcome to Jillian Jones who has come on board as the new Facility Manager for Dover and Franklin.

Chief Executive Officer

I have been afforded the honour of leading Huon Regional Care over the past twelve months as the Acting CEO. Our CEO, Barry Lange, has recently retired in order to focus on his health. I will remain in the Acting CEO role while the recruitment of a permanent CEO is undertaken.

I thank you all for allowing me to better understand your needs and I hope that I have been able to provide our organisation the leadership to ensure you receive safe, quality care.

Lots to celebrate

Inside this edition you'll find photos of activities and events held across the facilities including the Residents and Family Afternoon Tea at Franklin, the Governors visit at Tasman and the combined Dover and Franklin Show Day BBQ. There is also a call for volunteers, important information regarding the Aged Care Quality Standards, how to submit feedback, and updates from our Lifestyle and Leisure teams on what's coming up over the next few months.

Please enjoy reading the HRC Regional Buzz Spring edition.

Fiona Reid
Acting Chief Executive Officer



IN MEMORIAM

In September and October we said goodbye to the following residents who passed away.

Our thoughts are with their families and friends during this time.

Vale Lawson Ride
Vale Gilbert (Rodney) Carr
Vale Sylvia Braim
Vale Judith Jacometti

Farewell to thee! but not farewell
To all my fondest thoughts of thee:
Within my heart they still shall dwell;
And they shall cheer and comfort me.

Farewell - Anne Bronte



Lifestyle & Leisure Update Dover

Well September and October have certainly been busy and November is shaping up to be much the same as we get closer to Christmas.

On Hobart Show Day, residents from Franklin facility arrived on the bus to enjoy a Show Day BBQ with Dover residents. The weather put on a beautiful day for us and we enjoyed tasty food, cool drinks, games and lots of catching up. It was a highlight for many!

Some of our residents created a beautiful flower collage for display in the Dover Museum and Gallery's Flower and Art Show in September. We then had an outing to admire our work along with all the beautiful spring flowers.

There have been lots of the usual outings for coffee, lunch and ice-creams with plenty more planned for November and December.

We have just celebrated Halloween and Melbourne Cup Day - photos will be in the next newsletter.

Our resident Ray has been playing a few tunes on the piano for us, which everyone has loved. We also have a new record player at Dover so residents can enjoy all the old favourites. I'm sure there will be plenty of singalongs in the future!

The gardens are looking fantastic at the moment. Nel has helped so much with them and there are so many beautiful flowers in bloom for the residents to enjoy. We will also be shopping for more new plants very shortly.

Happiest of birthdays to Coralie (24 October), Nel (28 October) and Judy H (coming up on 28 November).

Sue Booker
Lifestyle & Leisure, Dover

Dover and Franklin Show Day BBQ



Anne, Elaine, Grahame and Lyn are on-board for their trip to Dover.

Residents from Dover and Franklin came together on a beautiful warm and sunny Hobart Show Day at Dover to have a BBQ, enjoy the sunshine and play games.

The theme was "weird hat" day and there were certainly some fun and wacky hats on display.



Lyn, Anne, Elaine, Grahame, and Irene enjoyed the BBQ lunch put on by Dover.



Long-time friends Elaine and Nel enjoyed the chance to catch up and had lots to chat about.



Shirley and Merle are old work colleagues and had plenty of catching up to do.



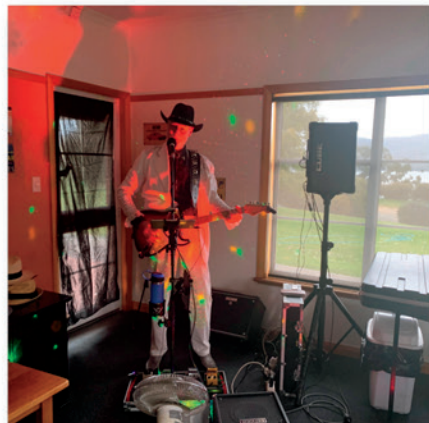
Kirk, Judy, and Grahame enjoying the sunshine.



John and Garnet pose for a Show Day picture.



What's been happening...at Dover



Merle and Nellie enjoy watching Paul Fenton play guitar and sing the classics.

Pat made a Sting themed door sign for her room during arts and crafts.



A bit of a convoy going on for this afternoon stroll around our Dover facility.



Rita celebrates a birthday.



Nellie with her geometric painting.



The ladies enjoy a game of sit-down darts.



Marg working on a geometric painting using washi tape.



Dancing and singing along to Paul Fenton with Judy and Rita.

Out and about...Dover



Rita, Pat and Garnet enjoy the Flower and Art show at the Dover Museum and Art Gallery with their contribution on display.



Nellie presenting a floral collage created by residents to the Dover Museum and Gallery.



Judy enjoys the beautiful flowers on display at the Dover Flower and Art show.



Garnet, Pat, Sue, Marg and Nellie enjoying a cuppa in Dover.



Ray, Coralie, Judy, Nellie and Merle out for a tasty seafood lunch in Southport.



Frankie, Merle and Rita out for ice-creams on a warm day.



Lifestyle & Leisure update Franklin

We had a wonderful turn out for the 'Resident and family afternoon tea' in October. It was a great opportunity for family members to meet our new Facility Manager Jillian Jones, and share a scone or two! The L&L team will organise more family friendly events in the upcoming months.

We had a combined lunch with Dover residents at the Moorings @ Lady Franklin in September. It was so lovely to see our Franklin and Dover residents bonding and having a laugh.

The Sing Australia Choir performed on Friday 7 October and this was enjoyed by everyone. 25 residents attended in the Marjorie Russell Room. Sing Australia Choir will be back to sing Christmas carols soon!

Residents celebrated Melbourne Cup Day with a beautiful afternoon tea, hats and fascinators they had made previously, sweepstakes and delicious punch! Photos will be in the next issue.

A Christmas pop-up market will be held in the Marjorie Russell room on Sunday 13 November. There will be local stall holders from the community selling items for Christmas from soaps and jewellery to cakes and cards. There will also be several tables of items residents have made throughout the year that they wished to sell.

Gardening will be added back to the weekly activity programs due to the weather getting better. It has been requested to do up the Wellington units outside garden, adding in some garden beds and growing herbs and strawberries to use in the kitchen.

Lifestyle and Leisure are also on the hunt for volunteers to help with our day-to-day activities and we already have three new volunteers who have just joined!

Melissa Crane
Lifestyle & Leisure, Franklin

Volunteers needed

Huon Regional Care Franklin is seeking Volunteers to enhance our Leisure and Lifestyle program.

You will have the opportunity to interact with our residents, allowing you to learn about their diverse experiences and life stories.

Do you have a friendly smile, listening ears and a caring nature? If so, we would love to have you on board!



Volunteers are needed for the following:

- Individual visits and walks with our residents
- Men's group activities
- Gardening
- Bingo
- Knitting, arts and crafts
- Musical entertainment
- Pet therapy
- Beauty services

**For more information, phone 6264 7100 or email
FranklinLifestyle&Leisure@huonregionalcare.org.au**



Franklin Residents and Family Afternoon Tea





Franklin had a huge turn out for the Resident and Family Afternoon Tea on Saturday 1 October, with over 50 people in attendance.

It was a great opportunity for our resident's families and friends to meet our new Facility Manager Jillian Jones and have a chance to chat one-on-one.

Guests and residents enjoyed a "high tea" with scones, tea and coffee.

We received positive feedback from our residents, and our Lifestyle and Leisure team is looking forward to organising more family friendly events in the upcoming months.



What's been happening...at Franklin



Louisa and Nancy enjoying a cuddle with a 2 day old lamb brought in by one of our volunteers.



Sally crafted a beautiful feathered hat for the upcoming Melbourne Cup Event.



Franklin knitters Alice, Beryl and Anne hard at work.



Grahame and Bev proud of their pen holders.



Helen showing off her crafted paper pen holder.



Joyce bowling in Saturday skittles.



Joan waiting to see if she bowls a strike in skittles.

Out and about ...Franklin



Shellie, Graeme, Nancy, Fiona, and Graham enjoy a cuppa on an outing to Geeveston Bakery.



Robert and Bruce enjoy coffee with a view on an outing to the Boat House Cafe.



Judith, Louisa, Eileen enjoy a cuppa at the Boat House Cafe with Fiona.



Residents from Dover and Franklin got together in September for a combined residents lunch at the Lady Franklin.



Rosalie, Eileen, Lyn and Grahame discuss lunch options at China Cafe.



Kitchen update Franklin

I have just returned from eight weeks holiday and would like to congratulate Lee Dance and Paul Murphy on doing a great job running everything at Franklin, and as usual Caroline Little and Leanne Hitchens keeping the kitchens and catering needs of our residents met daily. Our chefs are preparing to start the Christmas cooking with the fruit soaking for the puddings already!

The price of food as we all know is going up daily and is a challenge to actually get a lot of stock at the moment. We will be meeting with the residents to organise our summer menu's and hope to have them up and running at the end of November.

Sending our thoughts out to Donna Beechey who has had unexpected surgery and wishing her a speedy recovery. A huge thankyou to the staff that have been filling the gaps in our roster and to all our catering team who work hard to keep our residents happy and satisfied.

George Hickey
Kitchen and Catering Manager

Lifestyle & Leisure update

Tasman

September

September was a great month with a trip on the bus to the Lavender Farm and a shopping outing to Sorell proving to be very popular. There is always great fun with the games which included bean bag tossing, chinese checkers, Scrabble, Yahtzee and bingo. Bean bag tossing and bingo always bring in a big crowd and everyone brings their competitive side with them. In the art and craft activities residents helped with making footy streamer for the grand final. GO CATS! Painting was also on offer for all to get creative and play around with.

Once a month we have a special guest performer Conner come in and play country music for us. He is very popular here and residents have purchased his CD so they can play his music all the time. Wednesday exercise classes are a big hit, whether residents want to come and just have fun or for the more serious residents who want to stay fit and healthy and mobile, we cater to everyone's physical and health needs.

One of the favorite individual activities is massage with head and neck, shoulders, legs as well as a pamper session for the ladies with nail polishes and creams.

Our amazing volunteers come in regularly for individual visits doing chats, walks or church associated activities and we also have a couple of volunteers to drive the bus so the residents can visit wonderful places.

October

In October we had a trip to the Dunalley Cannery for lunch, followed by a scenic bus trip around the peninsula. Some of our residents went along to the Koonya Hall Bush Dance in October. Thanks to staff members Linda and Josie who were keen to go along and provide support. The residents had a great time dancing the evening away and showing off their dance moves.

A new game was delivered to residents on a trolley called the cup stacking game, a fun and interesting game with lots of skills used and a hidden surprise! Price is Right is a new game comparing the prices of items from the 1950s to today's prices. This invites residents to talk about the old days and most times has a shock value to it in the price rises. Another game is Stories out of a Hat which allows the residents to remember things from the past whether it's a job or food or a song.

Of course, in October the Royal Hobart Show gave me an excuse to dress up as a clown and bring fun and joy to everyone with side alley games to play.

In arts and crafts we used modelling clay to make coasters. We also did more painting ranging from flowers to designs covering all the paper.

The residents BBQ's that happens once a month over winter will go to twice a month now as the weather warms up. A picnic at Lime Bay is coming up this month which is enjoyed by all and a time to relax by the seaside.

Happy Birthday to Christine Dobner who turned 89 in October. Christine was a bit overwhelmed with the cake and the card and the singing by all, but she was thrilled her birthday was recognised here at the facility. Her sister Kate was here to celebrate here with her too.

Thank you to all staff who have assisted and to all the residents who participate also - things wouldn't be running so smoothly if it wasn't for all of your help.

Kaylene Prestage
Lifestyle & Leisure, Tasman

Facility Manager Update

Tasman

Hi Tasman residents!

I am pleased to see a few of you checking on the progress of the Mural in the soon to be opened 'Beer and Wine Courtyard'. David, the artist, is Adrianna's son and is doing a great job.

Leita is working on her fairy garden, look forward to seeing the finished product and having children who visit enjoy the adventure.

So good to see our Lifestyle and Leisure team growing, with Kaylene getting support from amazing staff like Linda, Josie and Douglas. You have all been kept busy by the team it seems, and likewise you have kept them on the go.

Welcome to our new Tasman staff member Georgia, ECA, who completed her training here with us. Some of you may remember her! Also new to the team is RN Virginia. Virginia comes

to us from a long background of nursing with excellent skills and high praise from her previous work places.

I am pleased to be getting some feedback forms from you all through the compliments, comments, complaints and suggestions box in the dining room. If you ever have any questions or concerns you would like to address to me in person please let me know.

Leeanne Triffitt
Facility Manager Tasman

Koonya Bush Dance



Kaye and Kath share a dance.



Gary sharing a few dance moves.

Tasman residents Kath, Carol and Gary danced the evening away at the Koonya Bush Dance in October.

A great time was had, with smiles all around, and now all are eagerly awaiting the next one.



What's been happening ...at Tasman



Carol working on a painting.



Margaret enjoying some musical entertainment.



Sally enjoying painting during arts and crafts.



Ron and Frank try their hand at beanbag tossing.



Pat with her stack of cups towering high.



Happy Birthday John!



More cup stacking with Terry.



Kath shows her tricky letters during a match of scrabble.



Frank enjoys some tasty food at the Port Arthur Lavender Farm.



Frank, Betty, Carol and Gary enjoy an ice-cream on a trip to the Port Arthur Lavender Farm.



Sally, Gary and Betty went for a walk with staff to enjoy the fresh air.

Out and about ...Tasman



Pat getting her hands dirty on an outing to the Neighbourhood House at Nubeena.



Leita and our volunteer Gary having lunch in Sorell.

Tasman High Tea for the Governor

Tasman were honoured to host a morning tea for Her Excellency the Honourable Barbara Baker AC, Governor of Tasmania and Emeritus Professor Don Chalmers AO.

Leita was able to show Her Excellency the marigolds that are growing in the garden, Leita has nurtured them from seeds taken from the flowers sent from Government House earlier in the year.



The kitchen produced delicious scones with jam and cream for the residents and guests to enjoy.



Her Excellency the Honourable Barbara Baker AC, Governor of Tasmania and Kathleen share a cup of tea and a scone together.



Retired Police Inspector Glen Woolley with Tasman resident Carol.



Leita showing the Governor her marigolds that were grown from seeds sent from Government House.



Kathleen and Betty having a cup of tea.

National Service Medal Presentation for Lawson Ride



On Monday the 17th of October, a medal presentation was held for Tasman resident Lawson Ride, who served during the Vietnam War from 1969 until 1971.

During a discussion on ANZAC Day 2021, staff member Sally Fox discovered Lawson had lost his medals and arranged for a replacement medal presentation to take place along with Lawson's wife Vivien.

2nd Lieutenant Lawson Graham Ride served within the Royal Australian Engineers. He was 20 when he was chosen for compulsory service and trained as an officer at Scheyville, NSW, where he made lifelong friendships.

Huon Regional Care Tasman Manager Leeanne Triffitt attended the medal presentation along with members of Lawson's family and distinguished guests including Tasman Mayor Kelly Spaulding, MAJ David Mounter (Australian Army RAE), RSLA President Gordon Osmond, RSLA Secretary Amanda Hart and RSLA member Don Sutherland.



Lawson lived a varied and interesting life. In 2003 at the age of 47, he established the Cancer Council in Tasmania with a staff of three and a small government grant.

Lawson became the public face for cancer issues in Tasmania. He oversaw the introduction of many new initiatives including the Transport to Treatment program and pushed to have smoking banned in many public areas. He introduced some of the Cancer Council's largest fundraising events such as Relay for Life, Australia's Biggest Morning Tea and Daffodil Day.

In 2005 he won Australia Day Citizen of the Year in recognition of his achievements. Although he resigned when he was 61 to fight Parkinson's disease, his legacy has lived on. In 2009 his three staff had grown to 41, with over 400 volunteers!

Mr. Lawson Ride passed away peacefully on the Monday 31 October 2022.

Vale Lawson Ride - thank you for your service.





Judd, photo.

A WOMEN'S WARD.

Nurses at the Zeehan hospital, undated photograph but probably c 1900 (Tasmaniana Library, SLT)

Did you know?

Nursing in Tasmania

Nursing in the early nineteenth century was a poorly paid, menial occupation, like domestic service. There was no training, and nursing consisted mainly of feeding patients and keeping them comfortable. Hospitals were dark and overcrowded, and nurses slept on the wards so were always on duty. At first nurses at the three hospitals (Launceston, Hobart, New Norfolk) were unpaid convicts, 'rough, ignorant women'; from the 1850s nurses were paid a pittance, but conditions were still poor. Matrons had higher status and pay, their main qualification being middle-class respectability.

In Britain, from the 1850s Florence Nightingale developed the Nightingale system, where trained, professional nurses worked in a hygienic and efficient institution. The Hobart General Hospital was the second in Australia to adopt it, when in 1875 Florence Abbott came from Sydney with four trained nurses. They found the hospital filthy, facilities inadequate and staff ignorant and dissolute. Despite male staff thwarting her efforts, Abbott, inspirational and firm, brought about a 'complete revolution' in cleanliness and order, and trained nurses for other hospitals. Devoted work in the typhoid epidemic of 1889 raised nurses in popular esteem. Nursing was hard, with long hours, low pay and arduous work (the Hobart hospital in 1914 had one nurse to 57 patients), but nurses did gain qualifications and could then support themselves by working in Australia or overseas. The Launceston General Hospital began the Nightingale system in 1881, and gradually hospitals were established around the state, employing trained nurses, and in four cases training nurses themselves. By 1911, there were 553 nurses in Tasmania, working in government hospitals, private hospitals and sometimes private homes. The Australian Trained Nurses' Association fought to improve standards, and its Tasmanian branch, set up in 1906, often won better conditions.

As trained nurses proved their worth, nursing diversified, with schemes set up for particular aspects. From 1893 District Nursing Associations assisted poor homes, and from 1910 the Bush Nursing Association did the same for isolated districts. The Queen Victoria (Launceston, 1897) and Queen Alexandra (Hobart, 1908) maternity hospitals provided nurses with training in midwifery, and many nurses went on to run small maternity hospitals which appeared in almost all towns. From 1907 the Tasmanian School Medical Scheme cared for schoolchildren's health. War nursing in the South African, First and Second World Wars provided women with an opportunity to serve their country as men did. In about 1920 the Hydro-Electric Commission established a nursing service for its isolated villages, beginning with Waddamana.

In 1927 the Nurses' Registration Act set up the Tasmanian Nurses' Registration Board, which took over this task from the Australian Trained Nurses' Association, and made the government responsible for examining and registering nurses. In the 1940s male nurses appeared, though women continued to dominate numerically. Major change occurred from the 1950s. New equipment and medicines made nursing more complex, auxiliary nurses undertook the more mundane tasks, traditional, often impractical uniforms and customs became simpler, and as nursing developed smaller hospitals stopped training, which occurred only at large public hospitals. From the 1970s, total patient care replaced task nursing, nurses gained more responsibility, and improving technology continued to transform nursing. Progressively to 1993, training moved to the University of Tasmania's School of Nursing in Launceston. Meanwhile, public campaigns and actions by nurses themselves forced government to raise their meagre salaries, and the Health Department began more community nursing schemes. In 2004 nurses worked in many areas all over Tasmania.

Further reading; A Alexander, 'The public role of women in Tasmania, 1803-1914', PhD thesis, UT, 1989; L Brown, *History and memories of nursing at the Launceston General Hospital*, Launceston, 1980; A Downie, *Our first 100 years*, Hobart, 1975; B Kelly, *A background to the history of nursing in Tasmania*, Hobart, 1977.

Alison Alexander and Marita Bardenhagen



Spotlight on the Aged Care Quality Standards

There are eight Aged Care Quality Standards. These are enforced by the Australian Aged Care Quality and Safety Commission, which carries out regular assessments of all aged care homes receiving Commonwealth subsidies.

The commission's auditors visit homes to interview residents, family members, and staff. They observe care, and review documentation to ensure the standards are being met or exceeded.

Standard 1: Consumer dignity and choice

Your outcome:

I am treated with dignity and respect, and can maintain my identity.

I can make informed choices about my care and services, and live the life I choose.

My privacy is respected and my personal information is kept confidential at all times.

If you live within one of our residential facilities or receive care from our team, you are family, so we strive to ensure you feel secure, well cared for and respected.

We offer a range of care services across three facilities, all of which are accredited as meeting the Aged Care Quality Standards.

As an organisation, Huon Regional Care:

- has a culture of inclusion and respect for residents and consumers; and
- supports consumers/residents to exercise choice and independence; and
- respects consumer's/resident's privacy.

At Huon Regional Care, we are very proud of the standards of our people, homes, and care. We truly embrace all the values enshrined in Australia's Aged Care Quality Standards.





Dear aged care consumer

I am writing to tell you about important changes that will improve the safety and quality of aged care. You do not need to take any action in response to this letter.

The Australian Government is concentrating on addressing key recommendations of the Royal Commission into Aged Care Quality and Safety.

Some changes start on 1 December 2022. Aged care services will have to meet new requirements from that date. The Aged Care Quality and Safety Commission (the Commission) will have more powers to make sure that aged care providers meet their responsibilities.

The changes that start on 1 December include:

- Improving the way aged care services are run through stronger governance requirements. This includes residential aged care services asking consumers whether they would like to have a Consumer Advisory Committee to give people who use the services a say in how they are run.
- A new Code of Conduct that describes how the people in charge of aged care services, and their aged care workers, must treat people receiving care. The Commission will have powers to take action where a provider or staff member breaches the Code.
- A Serious Incident Response Scheme applying to aged care provided in the home or the community. All providers will need to show that they have a systematic approach to minimising the risk of things going wrong and can respond quickly and effectively if something does go wrong that affects a consumer. Home care providers will now also have to report serious incidents to the Commission and take action to make sure they don't happen again. (Residential aged care providers are already required to do this.)

There will be more changes during 2023, including improved Aged Care Quality Standards.

The Commission will work with aged care providers to make sure the changes are made smoothly. Your service provider should keep you updated about what they are doing.

You do not need to do anything in response to this letter. We will provide more detailed information for people who receive care and their families closer to 1 December. If you would like to stay in touch with us, you can visit our [website](#) and subscribe to the monthly [Aged Care Quality Bulletin](#).

I hope this letter has boosted your confidence that your aged care provider, and the Commission, are working hard to ensure that you will have the best possible experience of aged care.

Yours sincerely

Janet Anderson PSM

Commissioner

31 August 2022



Residents, family members and support persons:

We want your feedback!

There are feedback forms available at various locations across Dover, Franklin and Tasman sites. If you are unsure please ask a staff member.

If you are a Home Care client you are provided with forms upon signing up and can request extra forms from the office.

Types of feedback to submit:

- positive feedback
- complaints
- areas for improvement
- comments
- suggestions
- anything you would like us to know!



Anything urgent should be discussed with a nurse or carer.



Your meals and dining experience should be enjoyable



During mealtimes expect to:

- eat, drink and, if you want to, socialise
- enjoy your dining experience without it being interrupted by care and clinical tasks, or medication, if possible
- have staff engage with you during meal times and chat with you if you want
- take as long as you want to eat
- enjoy meals that look, taste and smell great and are at the right temperature.

If you need assistance:

- Talk to your provider
- Phone the Older Person's Advocacy Network (OPAN) Support Line on **1800 700 600**
8am – 8pm Monday to Friday
10am – 4pm Saturdays
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or agedcarequality.gov.au

You can take part in planning meals and dining by:

- starting or joining a resident food committee
- making suggestions about how the dining room is set up
- participating in the setup of the dining room
- recommending recipes, reviewing menus and tasting food
- talking to the chefs and cooks about your food.

The dining team should:

- ask you where and when you would like to eat; what you would like to eat and how much; and who you would like to sit with
- support you during mealtimes
- provide flexible options such as buffet, self-service, menu ordering and extended mealtimes.



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission, GPO Box 9819, In Your Capital City



Australian Government
Aged Care Quality and Safety Commission

**Food, dining
and nutrition**



A fact sheet for aged care residents

Enjoying dining in aged care

This fact sheet outlines what you and your care team can do to make your dining experience enjoyable.



The dining experience includes the food and drinks provided, the service you receive and the atmosphere. A good dining experience improves your wellbeing and increases your quality of life.

Why it matters

Research shows that a good dining experience increases your enjoyment of food and drinks. Eating well helps you to stay well-nourished and healthy. It can reduce the likelihood of weight loss, malnutrition, frailty, falls and poor health.

How it's done

Your dining experience should be enjoyable, respectful and meet your preferences, regardless of where, when, what and how you eat and who you dine with.

Your food and dining care team includes food service staff, care staff, as well as chefs and cooks who should be trained in preparing food for older people. They should work with you as a team.





An enjoyable dining experience should meet the Aged Care Quality Standards



Standard 1: Consumer dignity and choice

"I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."



Standard 2: Ongoing assessment and planning with consumers

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing."



Standard 4: Service and Support for Daily Living

"I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do."

Your care team should consider these factors when planning your dining experience:

- ✓ **Understanding your likes and dislikes**
Your care team should know where and when you like to eat, who you like to eat with, what and how much you eat and drink, and how you like your meal presented.
- ✓ **Checking in with you as your likes and dislikes may change**
You can change your mind about your likes and dislikes at any time e.g. you may want to dine in your own room one day and socialise with others in the dining room another day.
- ✓ **Providing dining options to support your likes and dislikes**
This may include extended mealtimes, so you can eat when it suits you; buffet meals; self-service; and ordering from a menu so you can choose your own food and drink.
- ✓ **Providing access to snacks at any time of the day**
This allows you the opportunity to choose when you eat.





✓ **Engaging with you during mealtimes**

Staff should be available to support you and provide mealtime assistance if you need or request it, and engage in conversations when time allows.

✓ **Respecting your dignity**

Your dignity should always be respected regardless of how, where and what you eat.

✓ **Respecting your cultural, religious and dietary imperatives**

This may include culturally-appropriate food and cutlery, such as chopsticks, spoons, forks and handwashing bowls, and providing time for cultural prayer or traditions during mealtime. Remember, your preferences are important and should not be overlooked.

✓ **Providing meals and snacks that look, smell and taste appealing and are served at an appropriate temperature and texture**

This is regardless of when or where you choose to eat and how far you are from the kitchen.





You should feel comfortable discussing your likes, dislikes and preferences with your care team, including:

- ✓ **Asking to share a meal with your family**
You can request a quiet place to dine with your family and friends, away from the dining room. If your family members do not live close by, you can ask staff to organise a video call with them during meal times.
- ✓ **Asking to meet with chefs and cooks to let them know what you think of the food and offer suggestions for recipes, meals and snacks**
Chefs, cooks and care staff can share a meal with you too, if time allows.
- ✓ **Making suggestions about your dining experience**
This may include your thoughts on the menu or what the dining room and table settings look like.
- ✓ **Feeling confident that you can provide feedback to staff or your aged care provider about your meals and dining experience and that the feedback will be respected and welcomed**
You should be able to provide feedback without being perceived as a nuisance or experiencing any negative ramifications.



Some staff may be unfamiliar with your needs, likes and dislikes.

Let them know about your meal preferences and requirements including what you like to eat and how much, how often you want to eat and any assistance you would like.

You can fill in a [‘Food and dining preferences sheet’](#) and ask for it to be available in your room.





What to do if you are concerned about your dining experience

1. Talk to your aged care provider.
2. Ask your care manager to contact a dietitian, speech pathologist or occupational therapist to arrange a consultation.
 - Dietitians can look at your nutritional needs and menu plan and recommend the best meals and dining experiences for you.
 - Speech pathologists can check your swallowing and advise on strategies to support safe eating/drinking.
 - Occupational therapists can advise on any support you may need to eat and drink independently, such as modified cutlery, crockery, chairs and tables.
3. Phone the Older Person's Advocacy Network (OPAN) Support Line on **1800 700 600**
8am – 8pm Monday to Friday
10am – 4pm Saturdays

OPAN supports older people and their representatives to address issues related to Commonwealth-funded aged care services.
4. Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) if you wish to provide feedback on an aged care service or make a complaint.

More information

Dining

- [Your dining experience poster](#)

Choice

- Making choices about your food and drink in residential aged care fact sheet (due for release September 2022)
- Your choice about food and dining in aged care poster (due for release September 2022)
- Choice and risk poster (due for release September 2022)
- [Charter of Aged Care Rights](#)
- [Aged Care Quality Standards](#)



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City



Do you have a concern or complaint?

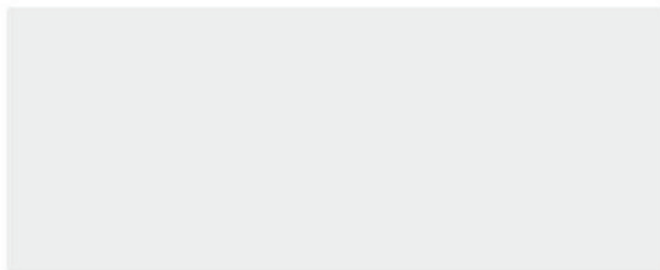
You can do something about it.

If you have a concern or feedback about the aged care you or someone else is receiving, you can talk to us.

1800 951 822

agedcarequality.gov.au

Your concerns are important, and we encourage you to raise them with the manager of your service first.
Your local contact within this service is:



If you can't resolve your concern with your provider, or your service provider isn't listening to your feedback, please contact the **Aged Care Quality and Safety Commission**. Anyone can contact us for free advice and assistance that is anonymous or confidential.

If you'd like support to lodge a complaint with us, a free advocate may be able to help. Call the Older Persons Advocacy Network (OPAN) on **1800 700 600**.

If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 450**.



Phone
1800 951822



Email
info@agedcarequality.gov.au



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City

Puzzle time

Mini Meta Crossword

		1	2	3
4	5			
6				
7				
8				

Across

1. Downturn
4. Music for a movie
6. Kind of chemical bond in NaCl
7. Liz ____, Short-lived British prime minister
8. Tennis match section

Down

1. Dunkin' purchase
2. Showy purple flower
3. Chest muscles, for short
4. Grabs a chair
5. Center of the planet

Sudoku

3		9		5	4			
	4		3					
	2	6			8		5	
8					7	9		
	1	5				2	6	
		7	5					8
	5		7			6	3	
					9		7	
			6	3		1		4

Word Search

N	R	S	C	F	F	I	T	S	A	M	O	T	H
H	N	I	O	C	B	U	L	L	D	O	G	T	E
S	R	N	L	H	R	W	E	E	L	G	A	E	B
N	E	A	L	I	P	E	B	G	D	T	I	D	I
U	L	I	I	H	E	A	I	O	O	L	R	R	O
H	I	T	E	U	D	C	E	R	X	P	I	E	M
C	E	A	U	A	P	N	O	O	R	E	D	H	E
O	W	M	D	H	S	I	U	R	E	E	R	P	T
D	T	L	A	U	E	O	N	H	G	D	T	E	C
I	T	A	B	A	T	N	I	S	S	I	A	H	R
L	O	D	B	S	T	C	A	H	C	H	E	S	U
M	R	P	O	I	E	C	T	G	L	H	C	G	L
D	H	O	S	R	R	R	E	E	N	N	E	A	D
P	B	X	U	S	T	H	O	U	N	D	L	R	D

- BULLDOG
- PINSCHER
- DALMATIAN
- MASTIFF
- BOXER
- SHEPHERD
- BEAGLE
- TERRIER
- SETTER
- CORGI
- ROTTWEILER
- CHIHUAHUA
- COLLIE
- HOUND
- DACHSHUND