



ROSEWOOD  
welcome home

NEWSLETTER

JULY 2021

# July Edition



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## BIRTHDAYS

This month we celebrate the birthdays of

- Kathleen Kyi
- Frank Bradley
- Roma Blair
- Genette Piesse
- Lola Tsolakis
- Patricia Elphinstone
- Maureen Quartermaine
- Anne Staton
- Laurie Ward
- Josephine Mohen
- Magdalini Kambouris
- Evelyn Bonser
- Karine Anton
- Anna Ferraro

*Happy Birthday  
to you all!*

## NEW ADMISSIONS

We would like to extend a very warm  
Rosewood welcome to our new residents:

- Lauris Blakers
- John Appleyard
- Pauline Robertson

*Welcome to  
Rosewood*



## ROSEWOOD WAY CHAMPION

Mylene received this month's Rosewood  
Way award.

She demonstrated great Care and Innovation  
with her Mother's Day flowers (that she made  
in her own time), and these brought immense  
Joy to our lovely residents. Thank you Mylene,  
and well done!



## SPA DAY FOR RESIDENTS

On the 16th of June the therapy team coordinated a day spa for our ground and second floor residents. The Magnolia lounge was transformed into a tranquil retreat with calming music and diffusing essential oils setting the scene. Residents were able to choose from a number of treatments including foot spas, calming facials, deluxe manicures and massages. After the treatments were complete they were invited to the parlour room where they enjoyed freshly brewed lemon grass tea and

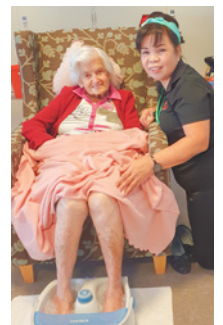
fruit skewers. The day was such a success that the therapy team endeavour to run the activity more frequently. They are currently planning a spa day for our first floor residents, which will occur in August.

On the day, the therapy team asked the residents to write feedback in regards to their experience at the spa. Here are some of their kinds words:

"I have been treated with extreme care. The professionals are wonderful. They transport you to another place. Thank you girls".

"My very first facial and I feel beautiful! Thank you Janet it was very relaxing and an exciting experience. Done in the Rosewood Way".

"Today will remain with such good memories for ages. Thank you Rosewood".



## RESIDENT FEEDBACK SURVEY

Rosewood is currently conducting a resident feedback survey. Copies of the survey were provided to residents at the June resident meeting and additional copies are available from the therapy team or at Reception. Any residents who have not received a copy of the survey and would like

to provide feedback, please ask therapy staff or ask at Reception. All survey responses can be anonymous, or you can include your name if you wish any specific follow up from your feedback.

Please return completed survey forms to therapy staff or Reception by 31 July 2021. Once the survey is closed, the feedback will

be collated and analysed and a summary of the results will be made available.

A similar survey will be emailed to relatives/representatives in August 2021 for their comments. That survey will run from August through to October, with the results made available once they are collated and analysed.

## EXPANDED QUALITY INDICATOR REPORTING OBLIGATIONS FROM 1 JULY

All residential aged care facilities are required to report to the National Aged Care Mandatory Quality Indicator Program (QI Program). This program is being expanded from 1 July 2021, with additional indicators included in the program.

The quality indicators that apply for residential aged care providers from 1 July 2021 include:

- pressure injuries
- physical restraint
- unplanned weight loss
- falls and major injury (new)
- medication management (new) including polypharmacy and anti-psychotics.

These indicators are used to oversee and assess aspects of quality of care which may affect consumers' health and wellbeing. The QI Program supports aged care providers to measure, monitor, compare and improve the quality of our services.

We can identify trends in our performance over time and compare ourselves against national averages. Ultimately, this leads to better quality of care and quality of life for consumers.

More information about the QI Program is available on the Australian Department of Health's website: [www.health.gov.au](http://www.health.gov.au)



## AGED CARE LEGISLATIVE CHANGES – NDIS REGISTERED PROVIDERS

In December 2020, all residential aged care facilities with NDIS participants as residents were automatically registered as “NDIS Registered Providers”. Rosewood was included in this change. As such, we are now required to meet specific NDIS Practice Standards, as well as the Aged Care Quality Standards.

From 1 February 2021, aged care providers who are also NDIS Registered Providers are required to ensure that workers (staff members and volunteers) in risk assessed roles have:

- an acceptable aged care provider check in accordance with the requirements of the Accountability Principles 2014; OR

- an acceptable check in accordance with state and territory transitional arrangements; OR
- an NDIS Worker Screening Check clearance (from 1 February 2021).

The requirements under Part 6 of the Accountability Principles 2014 (part of the aged care legislation) include a police check and, if necessary, a statutory declaration stating that the person has not been convicted of certain offences. This is an acceptable aged care provider check.

An acceptable aged care provider check is not valid after three years from the date the police certificate was issued (before 1 February 2021). If an aged care worker is in a relevant role which requires an

NDIS worker screening check, the NDIS worker screening check will replace the requirement for aged care staff to obtain a police clearance. The NDIS worker screening check includes a police clearance.

Compliance with the National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 is a condition of registration for all NDIS Registered Providers under the NDIS Act 2013.

Rosewood is in the process of ensuring all relevant staff obtain an NDIS worker screening check.

## AGED CARE LEGISLATIVE CHANGES – RESTRICTIVE PRACTICES

Aged care legislation changed on 1 July 2021, to reference “restrictive practices”. There are also requirements of residential aged care providers to ensure “informed consent” is obtained prior to any restrictive practice being used.

Restrictive practice is an umbrella term which includes five forms of restraint:

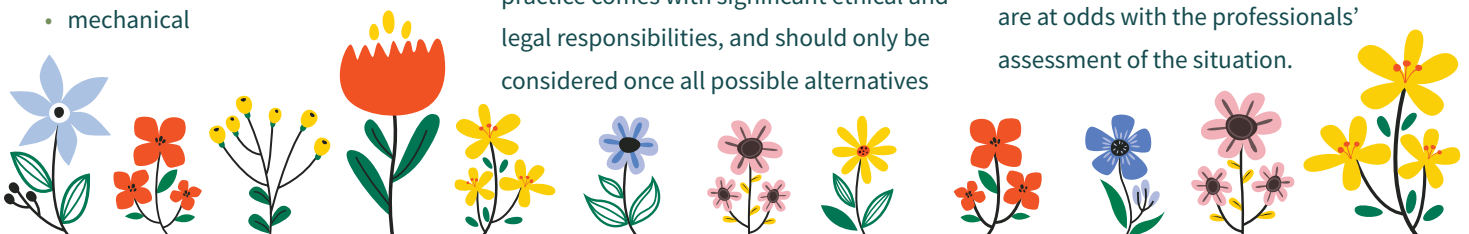
- chemical
- environmental
- mechanical

- physical
- seclusion.

Restrictive practice is the act of removing another person’s freedom. A person-centred approach is a restraint free approach. Rosewood adopts the “Decision-Making Tool: Supporting a restraint free environment in residential aged care” (Australian Government Department of Health & Ageing, 2012).

A decision to implement a restrictive practice comes with significant ethical and legal responsibilities, and should only be considered once all possible alternatives

have been exhausted. From time to time, family members request that their loved one be subjected to a restraint. Examples include “something to calm her down” or “bed rails to make him feel safe”. A family member or legal representative does not have the legal power to require that their loved one be restrained. This is a clinical decision that must be made by appropriately qualified health professionals. A family meeting may be helpful when the family wishes are at odds with the professionals’ assessment of the situation.







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GALLERY

