

Relative Feedback Survey Update:

As part of our continuous improvement program, in May 2017 we conducted a Relative Feedback Survey. This was done in conjunction with our external provider for auditing & benchmarking.

There were many areas where we were informed we were doing well or that your relatives felt that their loved ones were happy and supported within their facilities. Thank you.

There were also some areas where improvements were recommended. These are shown below. They are itemised with some of the things we have done (or are doing) to address these:

Catering processes:

- Ongoing communication with CaterCare, including involvement at Resident and Relative meetings.
- New menu forums will gain resident feedback and aid in involvement of new menu planning.
- Celebration of National and International events.
- Increased use of outdoor areas for meals.
- Ensure each feedback from with comments relating to food or food services are forwarded to the CaterCare management team.

Information for relatives & resident representatives:

- New brochure stands have been purchased and include range of information and brochures.
- Purchase of information roadshow boards which will be used for large-scale display of relevant clinical topics.
- Use of resident newsletter as a way to communicate clinical and organisational information.
- Revision and updating of the Braemar Website located at www.braemarcare.com.au

Living Environments:

- Projects have included: interior and external reviews. Redevelopment of furniture, equipment and gardens at all Braemar facilities.

Activities:

- A 'Memories through Music' program is underway.
- A Montessori approach has been developed and is underway and ongoing.
- A review of bus trips was undertaken to look at participation in this whilst ensuring activities are maintained for remaining residents.
- Activities staff review and revision of programs following feedback and ongoing audits.
- Review of Volunteers across the organisation, including recruitment strategies.

2018 Survey Out Now!

The 2018 Braemar Relative Feedback Survey is **out now**.

To have your say, please visit the link below by the end of May 2018:

<https://bit.ly/2rgSuVQ>

Please note: while every care is taken to ensure activities continue as scheduled in this newsletter, due to circumstances beyond our control they may be subject to change. If in doubt, please ask your care staff or site manager. Accredited to November 2018.

Discover

This month, free vaccinations are available at Braemar House for staff, volunteers and family of residents. Our commitment to this program predates the recently announced Government plan to mandate all aged care providers to provide free flu vaccines to their staff. It was a decision we took as we felt it was an effective way to help reduce the risk of influenza entering the aged care environment.

The idea to expand the service to families and volunteers was developed by the Braemar team under the direction of Renee Reid, General Manager of Workforce. When chatting to Renee, she expressed the team's desire to 'meet and exceed best practice levels to reduce the risk of our health and care professionals contracting flu or passing it onto our residents,' which to me demonstrates a commitment to resident health and wellbeing across the organisation.



Wayne Belcher | CEO.

What's on at Braemar House

Day:	Date:	Time:	Location:	Activity:
Tuesday	08/05/18	2.00 pm	Livingstone room	Intergenerational: Little people day centre, sing for mums.
Wednesday	09/05/18	1.00 pm	Livingstone room	Health: Staff and Family free Flu Vaccine event. Come along for free crepes, coffee and ice cream.
Wednesday	09/05/18	1.30 pm	Livingstone room	Enrichment: Mother's favourite accessories event.
Thursday	10/05/18	2.00 pm	Livingstone room	Enrichment: Mother's Day High Tea.
Friday	11/05/18	10.30 pm	Gill Lounge	Sing Along: Mother's favourite relaxing song.
Wed	16/05/18	10.30 am	Livingstone room	Relatives and Residents: Meeting.
Wed	16/05/18	1.30 pm	Livingstone room	Enrichment: Bus Outing.
Monday	28/05/18	2:30 pm	Livingstone room	Music: Music and Movement Concert.
Wednesday	30/05/18	2.00 pm	Livingstone room	Birthday: Celebration for May Birthdays.
Thursday	31/05/18	11:30 am	Livingstone room	Outdoors: Men's' Club Barbeque.

Resident Profile – Meet Miho!

Miho was born in Lastovo, which is a small island off of the coast of Croatia. He moved to Australia when he was 20 years old and married Katie. They have 3 daughters together – Jennifer, Beverley and Michelle, and 2 granddaughters – Mija and Madelyn. Miho says Mija is an impressive swimmer and has been in the newspaper! Miho's immediate and extended family visits very regularly and this is the highlight of his days. The staff all love seeing his family come in as well.

Miho is a very keen gardener and worked in the market garden with his wife for many years. Their kids also helped during the school holidays for extra pocket money. Miho also owned a fishing boat and loved going out and catching all different sizes and types of fish (mainly big ones if you ask him!).

Miho was the president of the Dalmatinac Club for 10 years between 2000-2010 and loved organizing social events for the members. His favourite activity was playing cards there with his friends on Sunday afternoons.



Recent News

This April we had a nice month and welcomed the autumn season. On the 3rd April we had our Balance class and our residents learned the best techniques to get on your feet in a safe way.

On the 5th April we facilitated the men's club and we got a new dart board. Playing darts is better with a barbecue so there was a combined event for all to enjoy.

The residents at Braemar House really enjoyed the 2018 Commonwealth Games and the residents began our walking group outside of the facility in the spirit of the games.

For the first time we had a storyteller in our facility and she gave us a lot of reminiscence about the past as well as looking at some jobs that no longer exist.

An ANZAC Day service was hosted by our Chaplain and most of the residents and staff were part of this important activity to pay their respects.

A special mention goes out to our harp musicians, Terry and Jenny, because they delight us with wonderful music and this continued in April.

One of the events that really had a big impact on our participants was our Knitting Club.

Alison, our OTA, invited a special guest from Palmyra Knitting Club, Kathleen Crosbie. She talked with our residents about the Vietnam program.

They knitted teddy bears for disadvantaged children. Residents enjoyed this experience and enjoyed looking at the photo's that Kathleen brought in of the children with the Teddy Bears.

Customer Feedback Forms

We are committed to continually improving our services.

Your feedback is one of several ways we collect information to enable us to identify areas that require our attention and prioritise our actions.

Remember you and your family can provide us with feedback at any time by completing one of the customer feedback forms found at your facility.

Once you have completed this form please place it in the locked suggestion box within the facility.

If you require assistance a staff member will be happy to assist you.



Above: Some members of the Braemar House Knitting Club