

## Discover

This month, free vaccinations are available at Braemar Village 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 Village

Day:	Date:	Time:	Location:	Activity:
Wednesday	2nd	12.30-2.30pm	Activity Lounge	<b>Free Vaccine</b> - Free Flu shots for family and volunteers. CEO Wayne Belcher will be serving Crêpes for everyone.
Monday	7th	9.30am	TBA	<b>Bus Trip</b> – Journey to Heathcote, we will sit outside in the picnic area for afternoon tea and take in the view.
Tuesday	8th	1.30pm	Activity Lounge	<b>Residents &amp; Relatives Meeting.</b>
Tuesday	8th	2.30pm	Tea Tree Lounge	<b>Men's Afternoon Tea</b> - Chat Gathering.
Friday	11th	1.30pm	Activity Lounge	<b>Mother's Day Treat</b> -Year 10 Scotch Boys Pipe Band performing for Resident.
Sunday	13th	12noon	All dining rooms	<b>Cater Care</b> - Mother's Day Lunch.
Monday	14th	All day	Activity Lounge	<b>Pamper Day for Mothers</b> - Foot Spas Hand, Foot Massages and Hand Manicures.
Monday	21st	1.30pm	Activity Lounge	<b>Happy Hour</b> with Bob Primmer.
Thursday	31st	2:30pm	Activity Lounge	<b>Enrichment Lecture</b> – Evolution of the Passenger Ship with Chris Frame.

## Residents to set sail

Residents at Braemar will set sail during a series of maritime history talks as part of the aged care provider's resident enrichment program.

Maritime author Chris Frame, who has co-written over a dozen books about ocean liners, will share the story of the iconic White Star Line (owners of the Titanic) as well as the historic P&O Company during talks over the next two months.

Mr Frame said he was excited to participate in the Braemar enrichment program and share the story of the ocean liner with the residents and their families. "A voyage to Australia by ocean liner is something experienced by many people over the decades. P&O, for example, was a major shipping company on the Australian service. It was notable for establishing some of the first reliable steamship voyages to Australia. Many people, including the residents at Braemar, can trace their family history back to one of these P&O ocean voyages," Mr Frame says.

Chief Executive of Braemar Presbyterian Care, Wayne Belcher, said Braemar was committed to provide residents' with an engaging enrichment program throughout the year.

"At Braemar, we believe in a care and friendship approach which takes residents requests into consideration. We actively ask and listen to resident requests on what activities we can add to their lifestyle and enrichment program" he says. "When our residents told us they were interested in learning more, we were happy to provide a meaningful program of talks for them to enjoy."



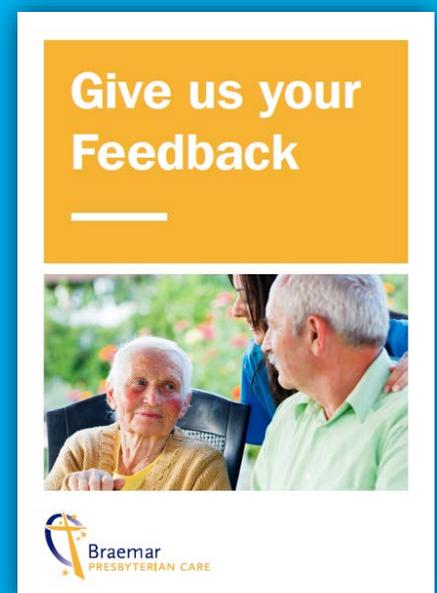
## Customer Feedback Forms

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: Donna is making an art canvas called Wobbly Houses. This is the finished product.

Below: Creating the Canvas.



# 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](http://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:

<https://bit.ly/2rbSs1J>