



QUIRINDI RETIREMENT HOMES LIMITED

The Chair's Report 12th December 2011

Welcome to my third newsletter and the last for the year as we head towards Christmas.

Accreditation and Compliance Update

We have received the response to the most recent review audit from the Aged Care Standards and Accreditation Agency and I am pleased to say our accreditation status remains the same. While we have unmet outcomes in 1.1 Continuous Improvement and 1.8 Information Systems it is very pleasing to note that the two assessors were complimentary regarding the care being provided by staff. They also had the opportunity to speak with a number of our residents and their representatives and said the feedback from them was positive.

I can assure you that the staff are continuing to work very hard to meet these outcomes. This was also noted by the assessors and they were complimentary on the progress that is being made. Recently the Board was fortunate to meet and have an information session on accreditation with Ann Wunsch. Ann is the State Manager with the Sydney Office of the Aged Care Standards and Accreditation Agency which is internationally recognised as a world leader in this field. The session gave us a greater understanding of the system and the roles of the provider and we welcomed her efforts and time to talk with us.

Team Work

Leya Mawhinney is settling in to her new Director of Care position and has also been enjoying the opportunity of starting to get to know the residents. Friday 16th will be the last day for CNC Marilyn, and staff will be sorry to see her complete her consultancy. Her expertise and good humour have been such an asset to Eloura.

Last week we welcomed Carmel Bonnici RN Aged Care Adviser to the team. Carmel will take over the day to day management of Eloura while Wendy Smallwood and Helen Hill concentrate on our accreditation requirements. Wendy will be reducing her time onsite at Eloura in the New Year and Helen will lead the compliance activities through the next four months. Wendy will relieve Helen when required.

Wendy requests that I make an apology for the confusion caused by her error of dates on the Residents and Representatives Forum Record for November. The date 27th October should read 24th November 2011.

Security Cameras

Security cameras have now been installed at the front entrance and at the staff entry door. The cameras are linked to our computer system and stored on a CD. This is providing additional security for the Home knowing who is coming and going, and Helen is ensuring senior staff on duty are conversant with the equipment. For privacy purposes the Board and Manager will only have access to the recorded material.

Christmas Festivities

There is a packed week of activities in the lead up to Christmas, and Carol from the Activities Department and her team have been very busy to ensure our residents have a lot of fun. What a great job they do. The Legacy Christmas Party is on Wednesday 14th at the RSL Club.

I am looking forward to attending the Residents' and Families' Christmas Party which is on Thursday 15th. This will be held across the second floor. The Special Needs residents and their families will have their Christmas Party in Special Needs this year where it is a little quieter. The Werris Creek singers will entertain the residents at 10.00am while staff set up for the party. Lunch will start at 12 midday and will be finger food and Santa will make an appearance. Carol is expecting a large crowd so if you are attending and haven't let her know please call her on 6741 2225.

On Friday 16th Residents will have a trip to Koolkuna Berry Farm near Dungowan. Next Friday 23rd there will be the Christmas lights bus outing taking in the lights of Werris Creek and Quirindi.

On behalf of all the Board, may I take this opportunity of wishing you a very happy Christmas with family and friends. Thank you for your continued support throughout the year and I look forward to 2012 with optimism and enthusiasm.

Sally Doyle