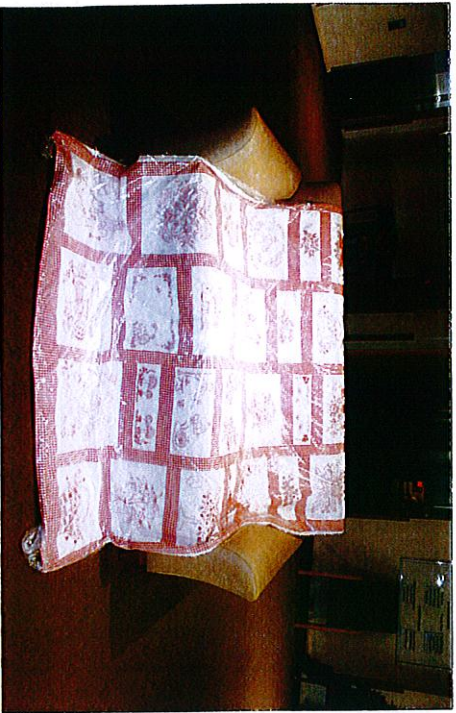


The Quilt made by residents under the guidance of volunteer, Meggsie Cudmore, will be on display at Eloura and raffled. The money raised will go to purchasing chairs in the Special Needs Unit.



QUIRINDI RETIREMENT HOMES LIMITED



The Chair's Report January 2012

I would like to warmly welcome all residents, families, staff and members to the start of another year at Eloura. I trust you all had an enjoyable Christmas break. My thanks to our staff for their hard work during the holiday season and I would also particularly like to thank Carol Quayle and the Activities Department and all staff involved with the Residents' Christmas Party. It was a wonderful occasion enjoyed by all with a large attendance by families and friends. I am sure that both residents and staff value this support.



Farewell Bob Hudson

After nearly ten years on the Board as a Director, the past five of those as Chair, Bob Hudson has stepped down. Bob's decision to resign, which was taken on medical advice, was announced at our AGM last year and his continued work since then during the transitional phase of our new Board has been very much appreciated. On behalf of all Board members I would like to thank him for his dedication to Eloura and to the provision of aged care in Quirindi. I am very pleased that Bob is keen to continue to be a Director of Henry's (Quirindi) Pty Ltd.

Compliance Update

We have had assessors from the Aged Care Standards and Accreditation Agency visit us twice this month as part of our ongoing assessment. At the time of writing this report we had not formally received a response from the audits but the assessors in early January had recommended that we now meet the requirements for Continuous Improvement. This means our quality system is working well which is all good news. Last week at the second visit from the Aged Care Standards and Accreditation visit I attended the exit meeting with the assessors who were most complimentary of management and staff, and the care that is being provided to our residents. I might add that the assessors who visit us from the Agency each time are different and they all make the same comments with regard to resident care. Our ongoing unmet outcome which is in Information Systems has also now been recommended as met and the assessors have been happy with the progress that is being made on this. We hope to receive the formal report from



After ten years Bob Hudson has stepped down as a Director of Quirindi Retirement Homes.

the Agency within the next two weeks, which will confirm this recommendation.

Staff are continuing to work under the guidance of Aged Care Advisors Helen Hill and Carmel Bonnici. Carmel is undertaking the day to day management of Eloura and Helen is concentrating on Care Plans and compliance activities. As I mentioned in my last report Wendy Smallwood had reduced her activities on site and her last visit to Eloura was earlier in January. The Board is moving forward in the recruitment of a General Manager and will be advertising soon.

Specialist Services

We have been arranging visiting aged care specialists to Eloura to provide those services that are not readily available in our region. These include a dietician, wound care specialist and an aged care physiotherapist. They have all put programs in place for residents and will visit periodically to oversee progress and assess new residents. The specialists have also been working on Care Plans with staff and have been providing valuable staff education.

Palliative Care Grant

A \$50,000 Commonwealth Government grant for palliative care equipment has now been finalised and we are in the process

of purchasing equipment. The equipment to date includes a maxi lifter with a weigh arm and a syringe pump which delivers pain medication to palliative care residents. A number of other items are still being finalised and include a Primo Bath with Hydromassage, an Electric Bath Lifter and a shower trolley. Good palliative care is fundamental in providing effective relief of pain and other symptoms, as well as emotional and psychological support. It is also important for people to receive the best palliative care available, wherever they live and whatever their circumstances and we hope this new equipment will assist in that.

Residents and Representatives Forum

The Residents and Representatives Forums were held on Thursday 19th January where information updates were provided by the management team on relevant day to day issues as well as an update on our compliance progress. While attendance at the 1.30pm Forum was good there were no attendees at 6.00pm and as a result it was decided that these evening forums will be conducted twice a year instead of every two months (the previous 6.00pm forum had only attracted two people). The 1.30pm meetings will return to the last Thursday of each month with the next scheduled for February 23rd.

Recognising our Volunteers

We have a wonderful and dedicated group of volunteers who assist Eloura in a variety of ways. The Eloura Auxiliary undertake tremendous fundraising efforts to enhance the comfort of residents and as well as acknowledging their work I would like to acknowledge the work of the Quirindi CWA. Their generous contributions towards bus trips for our residents as well as endless hours of entertainment are very much appreciated. We are very fortunate to have their support and thank them very much.

Residents' Quilt to Raffle

Residents have been working for some time on a wonderful quilt which is to be raffled. Our thanks to Meggie Cudmore for overseeing this project. The quilt will go on display at Eloura and the money raised from the raffle will go to the purchase of chairs for the Special Needs Unit. I have included some photos of the quilt (below and over the page) however I don't think they do justice to it.

On behalf of the Board, best wishes once again for 2012.

Sally Doyle.

