



MCT News & Life

Spring 2019 Edition

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MCT News & Life



Welcome to our spring edition of MCT News & Life!

Dear friend,

The past three months have been a very busy time for us all at MCT. I have enjoyed being able to spend time getting to know more of our team members, our valued residents in our care homes, community clients and our RLU residents.

I have also enjoyed immersing myself in the local community; getting to know more about Tasmania and meeting local business operators and owners.

As many of you know, I'm from South Australia and have been spending these past few months embracing my role and travelling back to Adelaide to spend quality time with my family. I am delighted to share with you all that my family, including my fur babies (Harry and Lily) have now moved to Launceston, making Tasmania our new home.

Update on the Executive Team

In August, we welcomed Katie Cooley as our new Care Services Operations Executive. Katie is now responsible for leading the business operations of all care services, including Residential Aged Care, Home Care, Community Services, Retirement Villages and all support services (Leisure & Lifestyle, Hospitality, ACFI and Admissions).

Khan Richardson also joined MCT as the CFO/ Corporate Services Executive in August. Khan is responsible for leading Finance; ICT; Corporate Services; Maintenance; Property & Development; and Marketing & Communications.

Katie and Khan have both enjoyed getting out and meeting many of you and are looking forward to spending more time visiting residential, retirement living and community clients as they embrace their roles and the MCT Community.

I am pleased to let you know that the final member of our executive team, Kristy Brown, our new People & Culture Executive, will be joining us in the coming month. I look forward to sharing more about her in the next News & Life.

Aged Care Quality Standards

As I am sure you are all aware, the new Aged Care Quality Standards came into effect as of the 1st of July. MCT has successfully implemented and transitioned the new Aged Care Quality Standards into our everyday Care Services. We have introduced new initiatives like our Resident Engagement Forums and are seeing many of you attend to hear industry updates and MCT news.

Spin a Yarn Success

I was absolutely privileged to attend the 'Spin a Yarn' short film night held at Peace Haven in July. It was an amazing success. Our Leisure & Lifestyle team worked with TasTAFE Community Services students, volunteers and residents at Peace Haven to create short films about some of your life stories. The work the students undertook with you, our residents, was remarkable. The beautiful, informative and often funny films are something that will be forever cherished by the residents involved and their families. There was not a dry eye in the house. Thank you to everyone involved in creating these memorable masterpieces!

New Apartments at Peace Haven

Our beautiful new Lenstan and Kensington apartments at Peace Haven are complete! The rooms are looking beautiful and the common areas feel particularly welcoming with all of the fantastic furniture and homely decorations. I am looking forward to welcoming our new residents into their beautiful new home in the coming months.

Kindest regards,

A handwritten signature in black ink that reads "Jackie Howard".

Jackie Howard

CEO, Masonic Care Tasmania

A Heartfelt 'Thank You'

There is no question we have an array of incredible staff among us at Masonic Care Tasmania. The enduring positive impact staff have on those who choose to live with and visit us makes us incredibly proud and reinforces why what we do is so important.

At a recent memorial, Freemasons Home staff were acknowledged for their outstanding care of Ron and Jeanne Marriott. We want to share with you the heartfelt appreciation from their children:

"Ron and Jeanne entered Masonic Care in Lindisfarne just a year before they died, in spite of us all, including them, saying that they would be carried out of their Lindisfarne home in a box. Approaching 91 and 95, their physical incapacities made it impossible for them to look after themselves any longer, in spite of good backup support from the family.

"Entrusting one's very elderly parents to nursing home care is not an easy thing to do – and we all know the horror stories which abound about aged care. But we must pay tribute to the staff of Masonic Care who have just been marvelous.

"They welcomed them warmly, cared for them, loved them, joked with them (and with us about some of the funny things Mum or Dad had said or done) and, most importantly, did everything they could to ensure their end-of-days was as peaceful and comfortable as they could make it.

"Sitting with Dad through the final day and night of his life, it was wonderful to have staff just quietly wander in to give him a kiss and say a fond farewell, and I know the same happened for Mum. We cannot thank Masonic Care staff enough – your care has been exemplary."

Congratulations, Janine

As many of you may already know, our wonderful Volunteer Coordinator, Janine Stokely, won Employee of the Year at the Aged & Community Services Australia Tasmanian annual awards.

Janine is well-loved around MCT and always goes above and beyond in her work.



Balfour's Sensational Garden

Peace Haven's Balfour residents recently pitched in to prepare the raised garden bed for planting herbs and flowers for a sensory garden.

By using established plants, we have created an instant sensory garden that is being enjoyed by all who walk past. Mint, lavender, parsley, curry plant, oregano and bird-attracting flowers are a few of the beautiful scents and sights we now get to relax in.



Have Your Say!

Your opinion is important to us, and we want to make it easy for you to give feedback.

The best way for you to share any suggestions or feedback about MCT is to complete a 'Have Your Say' form.

You will find these forms in the reception area of each of our homes.

Once you have filled out the form, simply place it in one of the letterboxes in your facility or refer to the brochure.

Each form is personally reviewed by the facility manager, and feedback will be provided if you choose to receive it.

Peace Haven Stage 4 Complete

The new Lenstan and Kensington Apartments are looking beautiful with immaculate room finishes and beautiful sunny lounges.

All of the furniture has arrived and is now set up in each area. The new lounge room chairs look particularly stunning next to the beautiful artwork.

Our first resident moved into Lenstan on the 19th of August. I'm sure he will feel very at home!



Celebrating 100 years

The lovely Lucy Crombie turned 100 on the 19th of July and had a lovely day celebrating with family and friends with lunch and afternoon tea.

Lucy had her wedding dress brought in for the special occasion. In the picture, Lucy has her birthday card from the queen as well as her wedding cake decoration. Lucy's needle-lace wedding dress hanging up in the photo is complete with headpiece and waist-band, which is 80 years old (she got married at age 20). Lucy let someone borrow the dress, but they never returned the slip that goes underneath!



Intergenerational Antics

Cristy from Leisure & Lifestyle and the Scotch Oakburn College students enjoy weekly intergenerational antics at Fred French.

The students spend very special time with residents doing puzzles, singing and dancing together, playing the piano and just having some fun!

A True Treasure

Keith Treasure has been entertaining through his music in aged care for over 10 years.

He has spent much of his time as a local musician and entertainer, and now donates his time to volunteering in Northern Tasmania. We know so many of you look forward to his visits and are grateful for his continued contribution to our northern facilities.



Google Home a Hit!

Participants at the Day Therapy Centre have recently been introduced to the world of Google Home. This wonderful interactive device has opened up opportunities for the participants that were not possible before it became part of our team. The device is being rolled out across all facilities state-wide.

Google Home helped clients when discussing actors in a movie. They could not remember the actors' names, so Google Home quickly stepped in and solved the mystery. Everyone was amazed at the device's capability.

The technology has also assisted us in playing songs on request. One gentleman was overwhelmed that it found the song he had requested. He had not been able to find the song in shops, and it is now a regular request when he arrives. The happiness the song brings to the gentleman is truly amazing.



Claire asking Google Home to play Elvis

Vibrant visitors

The Newstead Kindy children come to visit Fred French fortnightly.

There is always craft or colouring, singing storytelling and everyone relishes having the vibrant children visit.



Swinton Support Group at Freemasons

The Swinton Support Group has been running monthly with great attendance from family members.

This group has been created for families of residents living with severe dementia. Each get-together creates a time to discuss new ideas and issues and to simply support each family member.

If you are interested in attending, please contact Freemasons Home on (03) 6282 5200.



RSPCA Cupcake Day

Fred French celebrated RSPCA Cupcake Day on August 19th with a marvellous morning tea.

A large assortment of cupcakes and hot drinks were provided by our fabulous Leisure & Lifestyle staff. There was even a visit from a special guest, Kensi the German Sheppard. All donations from the morning tea went towards fighting animal cruelty.

Star Theatre Outings

Peace Haven and Fred French residents have been enjoying the stunning art-deco cinema with regular outings to see some new films.

Residents from both northern facilities attended the movie *Armstrong* to celebrate Moon Week. It was extremely interesting to see behind-the-scenes footage of the moon landing, interviews with Neil Armstrong's family and friends and, of course, the historic moon landing.

On another occasion, residents Jilly Reynolds, Ron Kahhman, Robert Kendall and Marion Smith, along with volunteer Tiarnee, enjoyed the movie *Yesterday* following a lovely lunch.

These regular social activities are made possible with the additional use of MCT vehicles, and you are certainly loving the extra adventures!



Tassie Rockers Concert

Katrina Andrews (ECA) and her dancing group 'Tassie Rockers', accompanied by musician Sam Ferrero, recently put on a brilliant performance for Freemasons Home residents and families.

Feet were certainly tapping to the music and from all accounts, residents thought it was fantastic.



Safe use of antibiotics



Antibiotics can save lives. However, as with all medication, if used incorrectly, they can be harmful. This is why they should only be used when absolutely necessary.

Did you know?

- Antibiotics only fight infections caused by bacteria. Unfortunately, they do not work against viruses which cause the common cold, most coughs and sore throats.
- Antibiotics side-effects can include a skin rash, diarrhea, a yeast infection or allergy.

We are supportive of prescribing you with antibiotics when they are required and will avoid them when the potential negatives outweigh the benefits.

We are more than happy to discuss any questions you may have. For further information, please talk to the clinical staff or your GP.



Manor Gardens visitors enjoy getting creative with their hats every Thursday and joining in on some exercise with Elroy, our dementia robot.

Royal Commission into Aged Care Update

The ACRC has held hearings in most parts of Australia, to date. They have explored all aspects of care management with a focus on quality and safety

The Commission was in Melbourne on September 9th to 11th. They reviewed diversity in aged care including culturally and linguistically diverse people; LGBTI groups; Aboriginal and Torres Strait Islander people, carers, veterans and the homeless or those at risk of homelessness. Workforce issues were also reviewed.

Upcoming ACRC Community Forums are an opportunity for members of the public to hear about the work of the ACRC and offer ideas on the challenges, strengths and opportunities to improve aged care.

If you or a member of your family would like to make a submission, you can find forms located at the reception of the facility nearest you. If you would like assistance to complete a submission, members of our staff can arrange some help for you.

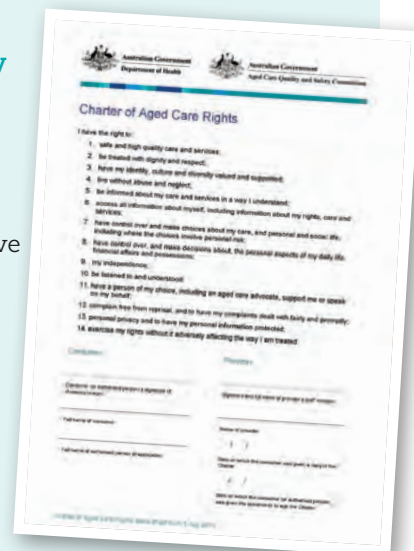
New Charter of Aged Care Rights

As you may already know, a new Charter of Aged Care Rights was introduced in July.

If you or your relative have not had a conversation with a staff member regarding the Charter, we encourage you to do so.

If you feel you are not receiving services according to the Charter, we also encourage you to speak with a staff member or complete a Have Your Say form. It's important we know if something is wrong, so we can fix it.

For more information on the new Charter of Aged Care Rights, please refer to the Department of Health website at www.agedcare.health.gov.au



National Dementia Action Week

On September 16th to 22nd, we will celebrate National Dementia Action Week to raise awareness of dementia and the issues that surround dementia.

The campaign is timed to include World Alzheimer's Day on September 21st. The theme of the week is *dementia doesn't discriminate. Do you?*

Did you know?

- Dementia is the second leading cause of death of Australians, contributing to 5.8% of all deaths in males and 11.3% of deaths in females each year.
- In 2019, an estimated 447,115 Australians are living with dementia.
- At this time, it is estimated that almost 1.5 million people in Australia are involved in the care of someone living with dementia.



Story Time for Howrah Kindergarten Kids

Freemasons Home received a visit from Howrah Primary School's Kindergarten class.

Everyone thoroughly loved their story time together – and what great kids they are!



Resident Engagement Forums

In the last newsletter, we informed you of the MCT Resident and Client Engagement Working Group. This group is currently reviewing how MCT shares information with you and how you share information with us.

If you would like to share your thoughts or provide feedback on how effective this is for you, please discuss this with a staff member or contact Donna Wilkes on 6345 7103 or email donna.wilkes@mctas.org.au



College Connections

Manor Gardens visitors have recently enjoyed visits with students at Hobart College.

They spent some time 'clowning around', joining in on an art class and teaching students how to knit!



Sound Therapy Success

Paul from the Day Therapy Centre and Peace Haven Leisure & Lifestyle staff have been working together to bring sound therapy to you.

Sound therapy has a wonderful calming effect – even staff have been looking forward to these sessions. It is offered twice a week through the Day Therapy Centre and is located in the sensory room at Peace Haven.

Freemasons Home's Fabulous Book Fair

We had a fantastic turnout for the Freemasons Home Book Fair, with approximately \$1,200 raised.

The money will go towards purchasing new equipment for indoor activities, including Bingo boards, new balls for gentle exercise, new board games and new indoors bowls.



Falls Prevention & Risks

In August, MCT staff placed additional focus on Falls Prevention & Risks. We have encouraged staff to undertake online learning opportunities to equip themselves with the knowledge to support you to live safely and comfortably.

Did you know frailty is a risk factor for poorer health outcomes? This includes falls, hospitalisation, admission to residential aged care and disability.

Frailty signs include:

- Unintentional weight loss
- Weakness
- Slower walking speed
- Exhaustion
- Low physical activity levels

If you would like more information and advice on how to prevent falls, please speak to a care staff member who will be able to assist you.



Tamar Valley Court Trade Table

A 'trade table' has been established in the Exeter White House.

Any surplus items, including bric-a-brac, jams, sauces, fresh vegetables or fruit, can be donated and is available to be swapped or purchased by other residents. All funds raised will be donated to local charities.

Tuesday Treats

Fred French's Tuesday cooking group with volunteers Cynthia and Lou is always enjoyed by residents.

The team cook in the morning and provide afternoon tea for bingo in the afternoons. Everyone always looks forward to the Tuesday treats.



Surprise Family Visit

Residents and cousins, Jock Nichols and Dorothy Pearce, enjoyed a fantastic surprise thanks to Leisure & Lifestyle Assistant, Chantal McCullagh.

Jack has been living at Fred French since 2017, while Dorothy has been at Peace Haven since 2014. Nonetheless, they had not seen each other for several years.

Chantal organised the surprise visit by taking Dorothy to see Jock at Fred French. Needless to say, they had much to catch up on.

Chantal was given an instant award by Care Services Operations Executive Katie Cooley for the caring and compassionate gesture.



It is yet another example of the L&L team working towards residents maintaining connections with loved ones and the community.



Puppies in Training

Manor Gardens staff and clients enjoyed visits from sniffer and forensic dogs in training.

These cute and very clever puppies brightened everyone's day with their unconditional love, obedience and tricks!





International Beer Day

To celebrate International Beer Day on Friday the 2nd of August, residents from both Fred French and Peace Haven enjoyed some beer tasting!

They celebrated with a wide range of beers from across Tasmania. They also learnt about the different brews and how they are made. Many stories were shared, and many laughs were had between the group.



Frivolous Fifties

Exeter retirement living residents recently enjoyed a Sunday afternoon of fun and entertainment at the Frankford Soldiers Memorial Hall.

The Frivolous Fifties celebrated the era with song, dance and music, with our talented Exeter Village resident Kath Hamilton a star of the show.

The first half of the performance celebrated the role of women, and the second half was a mixture of sing-a-longs, ukulele and dancing. Well done to all involved, particularly our Exeter Village residents.



Christmas in July

Freemasons Home residents enjoyed a Christmas in July lunch at Balmoral Motor Inn.

The restaurant was beautifully decorated, the service impeccable and the food delicious. A huge thank you to the proprietors, Tony and Jean Muller (son and daughter-in-law of Eileen) for such an exceptional day!





- > **Fred French**
- > **Peace Haven**
- > **Freemasons Home**
- > **Community Services**
- > **Retirement Living**

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