



# MCT News & Life

Winter 2019 Edition

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# MCT News & Life

## Winter Edition 2019



### Update from MCT's new CEO

**Jackie Howard**

#### Welcome to our Winter edition of MCT News & Life!

Dear friend,

I am truly delighted to have been appointed as Masonic Care Tasmania's new CEO. It's an absolute privilege to be on this journey with you, leading this very special organisation as we continue to make a positive difference to the lives of our clients, their families and the wider community. Thank you for your warm welcome, support and enthusiasm over the last few months. Providing quality care is central to everything we do, and with your help, I am confident about the future of MCT as we work together to ensure we put our customers at the centre of everything we do, and strive to be an innovative and respected health services provider in Tasmania.

For those who may not know, I have been embedded in human services for over 30 years and I bring extensive experience and knowledge of aged care services, disability services and health services. I have worked in senior executive roles for large, diverse and complex organisations in the UK, Germany and Australia.

I have been very impressed with the enthusiasm, professionalism, care and passion of the many people that I have met and worked with at MCT state-wide over the past few months and I am extremely happy to be continuing on our journey with each of you.

#### National Volunteer Week

We recently celebrated National Volunteer Week and enjoyed taking the time to sincerely thank more than 100 volunteers at MCT who graciously give up their time, energy, skill and support to help enhance the lives of those who live with us.

Our leisure & lifestyle teams across the state held volunteer luncheons to thank all our volunteers and to acknowledge their efforts and contribution to MCT. I was privileged to be able to join the volunteers in the South (we will ensure that in future I'm able to attend both North and South) and it was wonderful to present certificates of appreciation and five and ten year awards. I would encourage everyone to say hello and an extra big thanks to any volunteer that you may come across so that they know just how much we all appreciate them.

### MCT celebrates our fourth Migrant Resource Program graduation

I was privileged to attend the recent graduation of our fourth Migrant Resource Program in Launceston and had the chance to speak to an inspiring group of participants, families, staff and other stakeholders. At the graduation, I had the pleasure of meeting Jerelyn, one of our participants who prepared an extraordinary speech that touched me deeply and reminded me about the importance of the program and the value of our diverse workforce. It was an overwhelmingly positive celebration and a privilege to see the joy of the graduates and their families in what they had achieved and the opportunities it now presented to them. Jerelyn ended her speech with "... the words I uttered are not enough for my gratitude of the support that you have extended to us so that this training will be a success". This is a program I know that we are incredibly proud of at MCT. The success of this program highlights the importance of knowledge and skill sharing as we work to grow, retain and support a strong diverse workforce that provides expert care.

#### A seasonal approach to MCT News & Life

To celebrate and highlight the change in seasons, we will be moving forward with seasonal editions of this newsletter. Our next edition will be in Spring and you can expect to receive your copy in September. After some constructive and positive feedback from our readers, we will focus on important updates that you should be aware of and any exciting or informative developments across our state-wide organisation.

#### The future

I have been uplifted by the love and passion residents and staff have shown for what we do and what MCT stands for. I look forward to our journey together as we strive to continually improve and innovate.

Thank you for your ongoing support as we embark on this next chapter together. Please enjoy the many updates and highlights enclosed.

Kindest regards,

**Jackie Howard**

CEO, Masonic Care Tasmania



Please join us at

# Freemasons Home BOOK FAIR

FRIDAY & SATURDAY  
19<sup>th</sup> - 20<sup>th</sup> JULY 9AM - 3PM

7 Ballawinnie Road, Lindisfarne

Enjoy a large range of quality books, DVDs and a sausage sizzle!

All proceeds raised go towards resident activities and outings.

We also need your spare books!


MYSTERY	BIOGRAPHY	HEALTH	SCIENCE FICTION
THRILLER	ROMANCE	D.I.Y	CLASSICS
SPORT	HISTORICAL	WESTERN	LITERATURE

Please kindly drop into our reception at 7 Ballawinnie Road. Thank you!

Our annual Book Fair is coming up on the 19th and 20th July 2019. Come and enjoy a large range of books, DVDs and a sausage sizzle!

All proceeds go towards resident activities and outings.

**We'd love to see you there!**



Support our Day Therapy Centre at Peace Haven by joining Entertainment.

Your purchase of an Entertainment Membership contributes to our Centre. Help us achieve our goal by sharing this with your friends and family. Please contact Lindy Conway on 03 6345 7239 to make a purchase, or drop into the Centre.

**Thanks for your support!**

## 'Elroy' our Dementia Care Robot



**Elroy has been traveling up and down the Midlands Highway between Hobart and Launceston, engaging and entertaining those who live with us.**

Elroy recently performed a demonstration in Hobart for a group of TAFE Community students who were very impressed with his work with Margi Siggers.

He has also done some 'shows' at Fred French, working with Cristy Pike.

Residents clapped and sang along to the music. All were intrigued at what they saw and some even wanted to nurse him.

*Bridie White from Leisure & Lifestyle said the residents were amazed to see how far technology has come.*

Keep an eye out for him in your home.



## 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.

# National Volunteers Week

As a part of National Volunteers week, our Leisure & Lifestyle teams across the state held a celebration to thank all of our volunteers and to acknowledge their time, effort and contribution to MCT.

We are all aware just how valuable these amazing individuals are in giving their time, energy and skills to support the wellbeing of our residents.

Why not say hello and a big thanks to the volunteers next time you come across them so they know just how much you all appreciate them.

The volunteers said they love the catch up and getting together.



## Volunteers welcome

Are you looking for a rewarding volunteer opportunity to help enrich the lives of our residents?  
If so, we'd love to hear from you.

We have a number of different roles available to match one to suit you.

If you'd like to find out more please call:

**Janine Stokely**  
(Freemasons Home) on 6282 5200

**Bridie White ( Fred French and Peace Haven)** on 6345 7100

## 'Kisa' Phone Trial

**Our Community Services team is currently trialling a new phone for clients who may have memory issues or who want a simple, easy to use basic mobile phone.**

The Kisa Phone is designed to be easy and visual. They are set up for the individual who can pick several contacts, then the names or a photo are printed onto the face of the phone. Our clients then only have to press the name or picture of the person they would like to contact and the call is made.

**We are now offering this fantastic device to any of our community clients.**

If you would like to be part of this trial, please contact:

**Jayne Williams**  
on 1300 988 160





## Souped Up!

Now that the cooler weather is upon us, our Souped Up menu has been gradually changing to respond and provide meals which are more familiar for the colder days and evenings.

So, instead of salads for tea with your main dish (which are great in Spring and Summer), we've changed them to hot vegetables, and occasionally some steamed rice or creamy pasta. These are much more comforting when you are rugging up at the end of the day!

Our lunch menus continue to focus on providing a variety of casseroles, baked dishes, roasts and colourful vegetables. Some favourites using potatoes are potato gratin, crunchy roast potatoes and the ultimate favourite, mashed potato (which is perfect with our casseroles as it soaks up the delicious gravy).

You will probably have noticed that we've replaced some of the Summer desserts too. There are now warm desserts for lunch which are filled with more traditional Autumn/Winter fruits such as pears, rhubarb and apple.

For the future, we will be thinking of what would be good for a Spring menu, and asking for your suggestions, some of which have already been made in our Food Forums held last month.

**Thank you for your valued input!**

And don't you just love the table setting which is in York dining room at Peace Haven! (see above)



## A NEW Monthly Support Group at Freemasons

After recent conversations with some family members of residents in Swinton, we commenced a monthly Support Group on Wednesday 5th June.

Some great suggestions arose - including placing an air conditioner unit in one corridor that gets quite hot or cold, and a sturdy outdoor setting with table and bench seats. We are currently investigating these ideas.

Group afternoon teas will be held on the first Wednesday of every month at 3:30pm.

We will be inviting Jane Tolman (a well respected Geriatrician) along to the next one and other special guests in the next few months.

## A visit to the John Glover Exhibition

Recently, a group of residents from Fred French and Peace Haven went out to Evandale to experience the John Glover Exhibition.

Our residents enjoyed the country drive, seeing all the different pieces of art and guessing which one they thought would win the prize.



## Dying to Talk Expo 25 May 2019 - Launceston

Palliative Care Tasmania's first Dying to Talk Expo was held in 2016 and attracted thousands of members of the Tasmanian community. MCT was part of this event in 2016 and we were happy to attend this again year.

Our team enjoyed participating and promoting MCT's expert care and services. Whilst numbers were down on 2016, the event was very professionally run with a wide variety of services participating.... and great for networking!

We had some valuable discussions with people talking about the type of care, services and support that they may want as they approach the end of life.... What matters most?

Our team (pictured right) included Jayne Williams, Jenny Hill, Bridie White and Barb Donaldson and the star of the show "Mr Archie Biggles", His job was to portray a pet friendly community at MCT.... which he did with gusto.

*Jayne Williams MCT's Executive Director Community said it was very well supported by the general public.*



# 'Improving Dementia Care' Project

While currently there is no cure for Dementia, research has shown that there are many ways in which we can improve the quality of life for those living with Dementia, their carers and family members, through management of symptoms and providing a supportive environment.

Studies have shown that when carers and family members are better educated about the disease and involved in the person's care, the person with Dementia benefits. By learning more effective ways of communicating with the individual, the better they are able to reduce behavioral problems and improve the quality of life for all involved.

Kim Page, our Dementia Care Support Worker, has been working with staff at Peace Haven, Fred French and Freemasons advising on strategies for our residents living with Dementia on an ongoing basis.

As we know, Dementia not only affects the person involved, but can have a devastating effect on families. Kim spends time working with family members of those affected, explaining the trajectory of the disease and also preparing them as to what they can expect as this horrible disease progresses.

Kim recently held Dementia education sessions for local community groups and has also been presenting education sessions for medical and nursing students who participate in MCT's Teaching Aged Care Facility Program.





## Lorraine Hill - Foot Care Nurse



We are please to share that Lorraine Hill commenced as our Freemasons Home Foot Care Nurse in April, and has settled well into the role.

Our residents are loving having a familiar face seeing them regularly and Lorraine is really enjoying getting to sit down and meet and have a chat with them.



## Goodbye Elizabeth

Residents of Newstead Courts Retirement Village gathered recently to help celebrate Elizabeth Winkler's "farewell!"

Elizabeth has lived in the village for nearly seven years but has now chosen to move to Canberra to be able to spend more time with her children and grandchildren.

Elizabeth's ever smiling face and her golden retriever, Sophie will be sorely missed by residents in Newstead Court and at Fred French.



## New Charter of Aged Care Rights

**From the 1st July 2019 a new Charter of Aged Care Rights will be introduced. The Charter will apply to people receiving resident care, home care packages, flexible care, the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.**

Consumers will have the option of signing the Charter. If you choose not to sign the Charter, care and services will still be provided and nothing will change for you. On admission to MCT (residential or community), a staff member will explain the Charter to you and provide you with a copy to sign. A copy of the signed or unsigned document will be provided to you and copy filed in your personal file.

For further information on the new Charter of Aged Care Rights please refer to Department of Health website at [www.agedcare.health.gov.au](http://www.agedcare.health.gov.au)



## Happy 90th Birthday Margaret!

On the 25th May, one of our Community Clients, Miss Margaret Deacon had her 90th birthday.

Her family enjoyed a party for Miss Deacon at Steve's Grill in Launceston and some of our Community staff were invited to join in the celebrations.

*Pictured: Miss Deacon (Centre), Margaret Miller, Jordan Smith and Judy Pitt*



## MCT named as ACSA Finalist!

We are thrilled to announce that MCT have been named as a finalist in this years Aged and Community Services Australia (ACSA) awards in the category of 'Innovation in Service or Design'.

Having won awards in 2017 and 2018, we feel privileged to again be in the running for this prestigious award and will keep you updated on the anticipated result in July.

## Healthy Tasmania Grant

**We are excited to share some information with you about the Healthy Tasmania Fund.**

The Healthy Tasmania Fund provides grant funding to community organisations to improve the health and wellbeing of their communities.

We are pleased to advise that MCT have been successful in gaining a grant and are now in the process of creating a specific program called 'Have Grit and Quit' to help support our staff and volunteers reduce and/or quit smoking.

We know how hard it is for people to give up smoking, and we are working hard to get this program right.

Keep an eye out for more details coming soon...



## New Aged Care Quality Standards

**From the 1st July 2019, organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards. All providers must be able to provide evidence of their compliance against the Quality Standards.**

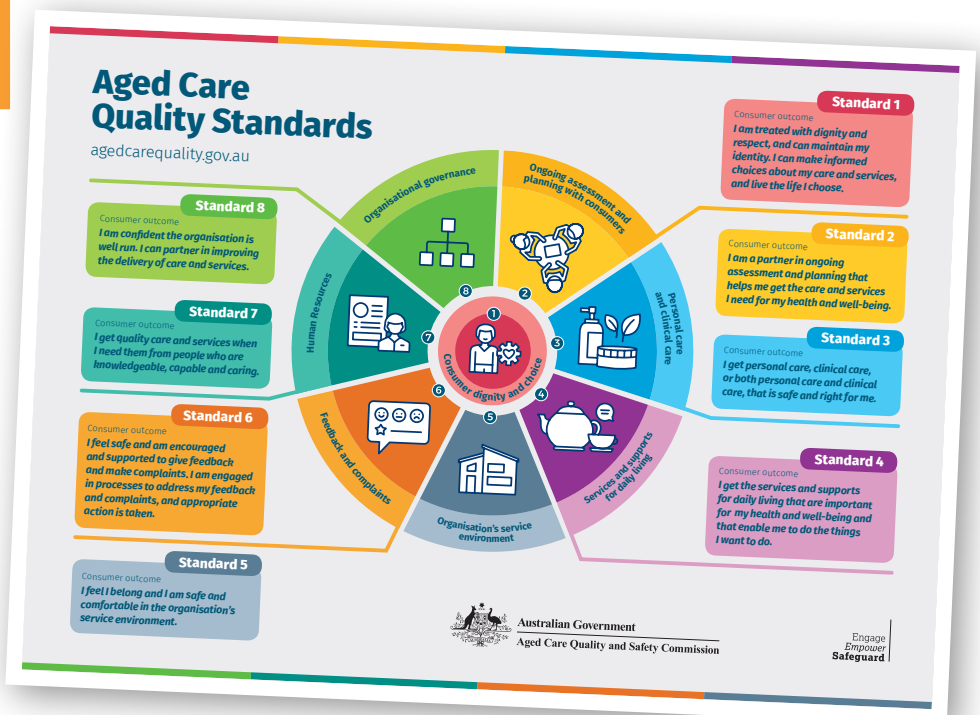
The focus for each standard is on outcomes for those receiving services and what you can expect from the organisation.

The Quality Standards are demonstrated below.

Each standard has:

- > A statement of outcome for the consumer
- > A statement of expectation for the organisation
- > Organisational requirements to demonstrate that the standard has been met.

MCT is currently in the process of undertaking a self assessment against each of the new standards to ensure we are meeting each of these requirements.



Unfortunately, it is not a perfect world and part of this process will identify gaps. This provides MCT an opportunity to learn and to improve the care and services provided.

For further information on the new Aged Care Quality Standards, please refer to the Aged Care Quality and Safety Commission website at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)



## Consumer Engagement Forums

**There is evidence that consumer involvement adds value and support to ensure care and services provided are effective. MCT is committed to ensuring that consumers, carers and the community have the ability and the opportunity to participate in decisions about their health and services provided.**

MCT recently established a Consumer Engagement Working Group. The working group consists of residents from Fred French, Peace Haven and Freemasons on Advocacy Tasmania Representative & Volunteer Consumer Representative and MCT staff members.

Our first task was to establish MCT's purpose in relation to consumer engagement. The following statement was developed:

*MCT is committed to partnering with all participants, so that residents, clients, carers, families and staff are actively involved in planning and making decisions about their care. MCT also values and supports participants and the community to be involved in decision into planning, designing, delivering, measuring, evaluating and improving the care and services provided.*

### What is the purpose of the Working Group?

The following points were identified as the purpose of the working group.

- > Involve our consumers with all aspects of their care and lifestyle
- > A forum where people can have a voice
- > Ensuring decisions are not forced on residents regarding their decisions and lives
- > Changing the culture for consumers to feel comfortable to speak up
- > Respecting the rights of those who won't, don't, can't or are too shy to be involved
- > Focusing on respectful and professional relationships with the wider community for older Australians
- > A central point of contact for consumers
- > Emphasis on communication and embedding consumer engagement and evaluating the effectiveness
- > Offering alternative contacts (eg. Advocacy Tasmania, Volunteer Consumer Representative)

Another topic that was close to everyone's heart was the word 'consumer'. It is felt the word is very impersonal. A number of suggestions were discussed and it was thought the word 'participant' would be more suitable.

### We would appreciate your feedback/suggestions

If you have any suggestions in regard to the MCT Purpose Statement or have any ideas to replace the word 'consumer' please forward your suggestions by using a 'Have Your Say' form located at reception.

**If you or someone you know would like to be part of MCT's Consumer Engagement Working Group please contact Donna Wilkes, Quality Manager on 6345 7103 or email [donna.wilkes@mctas.org.au](mailto:donna.wilkes@mctas.org.au)**

## Royal Commission into Aged Care Update

**To date, the ACRC has held hearings in Adelaide, Sydney, Broome and Perth. They commence next in Darwin on the 8 July, followed by Cairns on the 15 July 2019.**

The Royal Commission has looked intently at many areas of aged care services as follows:

- key features of the aged care, quality, safety and complaints system, about how that system works in practice and at a general level.
- aged care in the home.
- residential aged care, with a focus on care for people living with dementia.
- care in remote areas, unique care needs of Indigenous Australians and issues of access and inclusion.
- the nature of person-centred care, advanced care planning and palliative care services.

The next focus of the hearings will be on:

- aspects of care in residential, home and flexible aged care programs and examine rural and regional issues and quality of life for individuals in care.

The transcripts are available for interested persons and the general public to read. They are quite a lengthy read but of great value to acknowledge the experiences of individuals, residents and staff with both positive and sad, distressing stories; examples of great innovation and ideas from aged care providers and experts in aged care. It is hoped that the Royal Commission will instigate much needed change in the aged care environment. Masonic Care Tasmania is taking an active interest in the progress of the enquiry to date and is being responsive and proactive where appropriate, to make changes.

It is noted that local paper advertising seeking submissions, has commenced. The Royal Commission wants to hear your stories about aged care and how you think aged care could be improved. They would especially like to hear from people receiving aged care services, their family members, supporters and carers. Submissions can be made until at least the end of September 2019 via the following:

through the website <https://agedcare.royalcommission.gov.au/>

by email to [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)

by calling 1800 960 711 between 8.00AM- 6.30PM ACST Monday – Friday (except Public Holidays) A telephone interpreter service is available.

In writing to Royal Commission into Aged Care Quality and Safety

GPO Box 1151 Adelaide SA 5001



# Upcoming Activities

## Retirement Living North

Welcome to our new residents!

### Masonic Garden Village

Brian Morrison, *Deacons Court*  
(moved from Kings Meadows)

Miny Van Meerkeren, *Tylers Court*  
(moved from Riverside)

### Tamar Valley Court

Roger and Glennis Soffe, *Tamar Court*  
(moved from South Launceston)

### Newstead Courts Village

Louisa Buttazzoni, *Flowers Court*  
(moved from Launceston)

## Newstead

### Sunday Roast

*Pre-bookings essential.*

Sunday 28th July at 12.00pm

## Special Upcoming Events

25<sup>th</sup> July at 1.30pm

Christmas in July



### Three monthly planning meeting

Monday 8th July at 11.00am in the Community Centre

## Exeter

### Indoor Games Afternoons

Third Wednesday of each month from 4.00pm  
*Join in for indoor games, darts, hooplas, cards or just a chat.*

### Thai for Lunch

First Saturday of each month at the Exeter Hotel

### Happy Hour

Fourth Saturday of each month from 5.00pm  
*BYO drinks and nibbles to share*

## Retirement Living South

Welcome to our new residents!

### Masonic Gardens

Mrs Elizabeth Cloudsdale

### The Anchorage

Ms Dinah Munro

## Masonic Gardens

### Morning Tea

Located in the Activities Hub at Freemasons Home, get together monthly and are catered by the

## Special Upcoming Events



### 2019 MCT singles eight ball tournament

Following the success of the 2018 MCT singles eight ball competition which saw Homer Fairly the inaugural 2018 winner, the 2019 MCT singles eight ball tournament is now being planned. Entry is open to all retirement village residents.

*Please contact Norma Walker 6343 2730 for more details or to enter.*



Freemasons kitchen. All retirement living residents are welcome to attend.

Coming up >  
Wednesday 17th  
July at 10:30am



## The Anchorage

### Gentle Exercise and Pilates Class

Mondays at 10.15am - 11.00am

Wednesdays at 1.30pm - 2.15pm

Cost is \$8 for one session or \$10 for 2 in  
The Anchorage Community Centre

## Freemasons Home

## Featured Events

### Special Upcoming Events

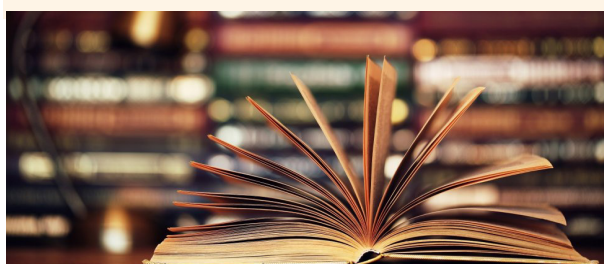
**Bastille Day Celebrations**  
12<sup>th</sup> July at 1.30pm

**Lindisfarne School Visit**  
03<sup>rd</sup> July at 1.15pm

**Naidoc Week Luncheon**  
10<sup>th</sup> July

### Special Upcoming Events

**Book Fair**  
19<sup>th</sup> & 20<sup>th</sup> July 2019  
Freemasons Home



## International Beer Day - Mens Outing

**Friday 2nd August at 10.30am**

Fred's Men's Group will be hosting Peace  
Haven Blokes. Enjoy beer tasting and a guest  
speaker!

## Peace Haven

### Special Upcoming Events

**Happy Hour with the  
Marston Brothers**  
Thursday 4th July at 1.30pm  
in the Charles Lounge



**RSPCA Coffee Club  
Cupcake Day fundraiser**  
Monday 19th August at 10.00am  
in the Charles Lounge

**Resident and Representative meeting**  
Thursday 11th July at 2.00pm in Charles Lounge

**International Beer Day - Mens Outing**  
Friday 2nd August departing at 10.00am  
Outing to Fred French for beer tasting and guest speaker

**Consumer Engagement Forum**  
Wednesday 21st August at 3.00-4.00pm in the  
Day Therapy Centre



**masonic care  
tasmania**

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

## **Get in touch**

7 Ballawinnie Road,  
Lindisfarne TAS 7015

P (03) 6282 5200  
F (03) 6282 5266

185 Penquite Road,  
Norwood TAS 7250

PO Box 108, Newstead TAS 7250

P (03) 6345 7200  
F (03) 6345 7191

ABN 21 590 239 241

For more information, please visit  
[masoniccaretas.com.au](http://masoniccaretas.com.au)