



# MCT News & Life

Spring 2021 Edition

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# MCT News & Life



Dear Friend,

Welcome to the Spring edition of *MCT News & Life*. There has been a lot happening around our community and I'm excited to share some of the wonderful news and photos with you all..

## **ACSA's State Provider of the Year Award**

We were delighted to be awarded ACSA's State Provider of the Year for 2021.

This award highlights and recognises the hard work and dedication of all MCT team members who provide outstanding care and services to our residents and clients across Tasmania.

To be successful, MCT had to demonstrate notable activities in workplace culture, technology and consumer engagement; this provided MCT the opportunity to showcase initiatives like the introduction of the "Know me, Know my role – have a break, have a Chit Chat" where we check-in with team members for their feedback and listen to ideas to help us improve; the implementation of Pain Check which is an app that allows the Care Staff to complete digital pain assessment through facial recognition/scanning of the pain receptors in the face – and most importantly activities like our Christmas High Teas, Arm Chair travel and the Fluid Art Program for our Residents and Clients.

Peace Haven and Fred French Residential Aged Care Leisure & Lifestyle Coordinator, Michael Glover, was also nominated and awarded as a finalist for ACSA's Employee of the Year - for his work with the Fred French resident's and their submission for the 2021 Tamar Valley Peace Festival.

## **COVID-19 Booster vaccination**

COVID-19 Booster Vaccinations will be available on site at MCT Residential Aged Care Facilities for Residents and team members who have already received 2 doses of any COVID-19 Vaccination.

Administration of a COVID-19 booster to residential aged care staff will be done by an in-reach Commonwealth vaccination workforce. This means an additional skilled vaccine workforce, separate to the RACF workers, will work in partnership with facilities to visit RACFs and administer the vaccine to residents and our MCT Team members.

Communication has been sent to all Residents, Families, Advocates & Residents GP's and the teams are supporting the Residents to confirm if they would like to have the Booster Vaccine and obtaining their consent.

## **Christmas is coming**

Like many of you, I am looking forward to the Festive Season Christmas activities, after a busy 2021 it will be great to spend some time getting together and celebrating with family and friends.

Preparations are underway for Christmas activities across the RACF's for residents throughout December. Families are encouraged to join their loved ones for a delicious high tea during December as well as Christmas Day lunch. Keep an eye out for activities in the facilities and community areas later in the month.

I'd like to take this opportunity to thank you for your ongoing support of MCT.

Jackie Howard  
CEO

# 2021 - A year to celebrate

Throughout 2020/21, Masonic Care Tasmania (MCT) took great pride in delivering a safe and consistently high level of care to our residents and clients.

Our workforce continued to learn and build on a difficult 2020 and in 2021 we embraced these challenges with great energy and focus. As a result, we enjoyed a year full of wonderful experiences and memories for our residents, volunteers and workforce alike.

As the uncertainty of international and national travel continued, the team at Fred French developed one of the most successful activities on the calendar – Arm Chair Travel. Arm Chair Travel, delivered by our passionate Leisure & Lifestyle team, takes our residents on a journey of discovery, not just of mind but of tastes and sensations, either to a foreign land or a favourite mainland or local destination. It provided a sensory experience and the opportunity to learn about exotic lands and important past events in a meaningful manner. Arm Chair Travel was and continues to be a highlight on our activities calendar and residents are thrilled to share their own memories and adventures from days gone by.

Engagement was a key focus for MCT throughout



Margaret Oakley and Katrina Cser with MCT staff member Ruth Groom enjoying their virtual travel experiences with 'Armchair Travel' sessions.

the year. We re-commenced our group discussion meetings, introduced Dementia Support Group Meetings and rolled out our Family and Friends Welcome Board to re-engage our residents and build on our inclusive, engaging and welcoming home. These meetings gave our residents an opportunity to be involved in relaxed conversations not only around their care planning and activities but also the opportunity to be engaged in conversations with their families and advocates. These forums also highlighted to our residents the value of their input and the importance of being included in all aspects of their care. Our clinical team continued to engage directly with our residents regarding their care planning, often encouraging and welcoming their loved ones to be included in these conversations as well. They were very well received and provided our residents and their families a safe space to speak comfortably and openly.

One major highlight was achieving re-accreditation at Peace Haven for another three years. This wonderful result was testament to the hardworking team at Peace Haven and confirmation that we are delivering a standard of care that enables us to meet all of our requirements against the Aged Care Quality and Safety Commission (ACQSC) Aged Care Standards. Re-accreditation has given the Peace Haven team a renewed drive to continue to strive for excellence across all areas in what we do each day.

This year Peace Haven's Men's Group was particularly popular. Peace Havens Leisure & Lifestyle team, including one of MCT's maintenance team members' Danny Whelan, delivered a program to a group of men that is inclusive, creative and enables them to collaborate and bond over projects they enjoy. This activity offers so much more than basic woodworking skills; it enables conversations to flow about fabled yarns and daring deeds from years gone by, sharing of skills and knowledge in a familiar environment as well as giving our residents purpose in completing practical and familiar projects. The enjoyment our men – not only residents but our wonderful staff - gain from this activity is undeniable.

Christmas time across MCT is traditionally a very special time of year where our residents, their families and friends look forward to celebrating the festive season – together. However, with the visitor





*Residents at Freemasons thoroughly enjoy their Musical Memories sessions. There is always lots of singing and dancing with both residents and staff joining in on the fun.*

restrictions continuing throughout 2020 and into 2021, this presented a number of challenges and our team of dedicated staff continued to provide a joyous and festive experience for our residents and their families whilst adhering to COVID safe practices and restrictions.

'Christmas High-Teas' were created and facilitated by our wonderful Leisure and Lifestyle team who hand delivered beautifully presented tiered platters and tea to the residents and their visitors.

It gave our residents and their visitors an opportunity to re-connect, to reflect, share and celebrate the season in a more personal and intimate way. The feedback we received was overwhelming and

highlights the hard work and creative thinking from our caring staff during a challenging time.

Masonic Care Tasmania's emphasis on engagement and continuous improvement enabled us to continue to deliver an exceptionally high level of care for our residents which will lead us well into the next year with rekindled hope and vigour.

### Community Home Care Services

The Community Services team had an extremely busy year with the continued growth in Home Care package customers which required us to grow our staff numbers, and continually improve our processes and systems to ensure that we provided the necessary services required to deliver to our 120 many Home Care customers.

During the 2020/21 period, our team delivered a total 24,192 hours of services to our valued customers which were spread far and wide across Tasmania. In the North, we provided services to areas such as Launceston, Georgetown, Swan Bay, Westbury, Deloraine, Cressy, Longford, Perth, Nunamara and Lilydale. In the South our staff travelled throughout Hobart, to Brighton, New Town, Claremont Huntingfield, Sorell, Warrane, New Norfolk, Rosny and Kettering.

With the announcement of more Home Care Packages being made available this year, MCT is seeing a steady growth in customers and with the recent announcements by the government we expect the demand for these services to grow even further in 2021/22.

Our Team continue to deliver tailored support to Community customers in their own homes. They are a unique and dedicated group of people who are passionate about creating memorable and enjoyable experiences for our customers. whilst achieving their individual goals and maintain and enhance their independence and social experiences within the community.



*Residents and staff at Fred French thoroughly enjoyed dressing up in their club colours in the lead up to the 2021 AFL Grand Final.*



*Tom Mglynn with his wonderful fluid painting at the exhibition.*

## Day Therapy Services

Following the initial interruption of normal services due to COVID-19 in 2020, our team continued to support clients via wellness check phone calls and distribution of a weekly newsletter containing photos of fellow MCT clients, articles of interest, word puzzles and activity packs full with magazines, craft activity instructions and materials and some home cooked goodies.

Despite a complete change to the normal routine and roles, staff adapted remarkably well and did their utmost to find ways to continue provide COVIDSafe support to some of the most vulnerable people in our community and to give carers a much needed break.

Once restrictions eased, home visits re-commenced and staff organised connections with other Club Members and family members using iPads which was welcomed by all. With consent, our clients were given the opportunity to 'tell their story' which saw them interviewed by a staff member and photos and stories shared which were then published and sent out with the weekly newsletter. The stories were very well received and appreciated by the participants and their families who received a copy of the newsletter. This was a particularly special project to gather information and put in writing what otherwise may have been lost forever, but now is a keepsake for their families and loved ones.

Small outings eventually resumed and clients were taken to some beautiful locations, including beaches and parks, to enjoy the company of other MCT

clients. As COVID restrictions began to relax, our Day Therapy Centres reopened at half capacity offering short periods of social support for a number of clients with two groups of seven attending each day. Clients continued to receive transport to and from the centre if required and several small meals while in attendance.

Last year the team launched the Fluid Art Program where team members supported clients to create their own beautiful free-flowing artworks. So popular was the program that the Day Therapy Team organised an exhibition to showcase the wonderful artworks with many pieces being sold prior to the opening of the exhibition. All money raised went back into supporting our programs as well as providing more art supplies for the program.

The team also worked together to launch their 'Seniors Got Talent' event. The event ran over 6 weeks and included semi-final and final round category performances with winners and runners-up awarded lovely handmade trophies. It highlighted the musical and theatrical talents of our residents and community members and the energy, musical memories and hours of fun the team delivered was another wonderful achievement for the team this year.

As we reflect on the year that was, MCT recognises our amazing volunteers who were able to assist with transporting our clients throughout the day. Regaining the use of the bus and opening to full capacity in the last few weeks of the financial year has been incredibly exciting for the staff and clients and has given all a new appreciation of freedom.



*David Clark with DTC team members Dennis and Greg at the 'Seniors Got talent' event.*





## Retirement Villages

After what was a challenging time for everyone, especially our Village Residents who often visited our Aged Care Facilities, we were delighted to welcome back MCT Village Residents to our Facilities earlier in the year and re-connect with them at morning and afternoon teas, and attend the odd Happy Hour when time permitted.

Throughout the year, retirement living clients were extended opportunities to participate in programs and activities facilitated by the Day Therapy Centre Team. The Fluid Art Program was a popular session each Wednesday which lead to a highly successful art exhibition featuring artworks from both retirement living and Day Therapy Centre clients.

Car park sales were also held throughout the year where produce and crafts that clients had

contributed were sold. Items included painted pots, plants, flower arrangements, gift baskets, cushions, treats, and fresh produce from the Gardening program. Invitations were extended to all villages and attendance was well represented from each village.

At the Anchorage Community centre, regular card game afternoons, craft and knitting groups as well as exercise sessions - with personal trainer Amanda - were held throughout the year. Residents are delighted to be back together enjoying social gatherings and activity sessions at the light and bright Anchorage facility.

This past year has seen an activity of works undertaken and the MCT Maintenance and Gardening teams continue to support our Village Residents.

*Above: Retirement living residents enjoying an exercise session at The Anchorage.*



## Halloween shenanigans

at the Day Therapy Centre



# Welcome Carmen Ransley

Head of Community Aged Care



We are delighted to welcome Carmen to the MCT team. Carmen was most recently the State Manager for Aged Care & Community Services Australia (ACSA) working with aged care providers, State Government Department of Health and the Aged Care Quality and Safety Commission on the challenges facing aged care operators as well as understanding and working through upcoming legislative change impacts. Prior to working with ACSA, Carmen was

the Tasmanian client Relationship Manager for HESTA visiting organisations (including MCT!) and support staff members with queries about their superannuation.

Carmen is married with 3 children, 2 dogs and a cat and when she isn't busy taxiing her children to their sports and activities, she loves being outdoors walking her dogs and catching up with friends.

## Lest we Forget

Remembrance Day at Fred French



▲ Maurice Cook laying the wreath.



▲ Maurice Viney reading Flanders Field poem.



▲ Klaas Altena reading The Ode.



LEST WE FORGET

# Dementia support

Supporting person centred care with sunflowers.



## Have you noticed any sunflowers lately?

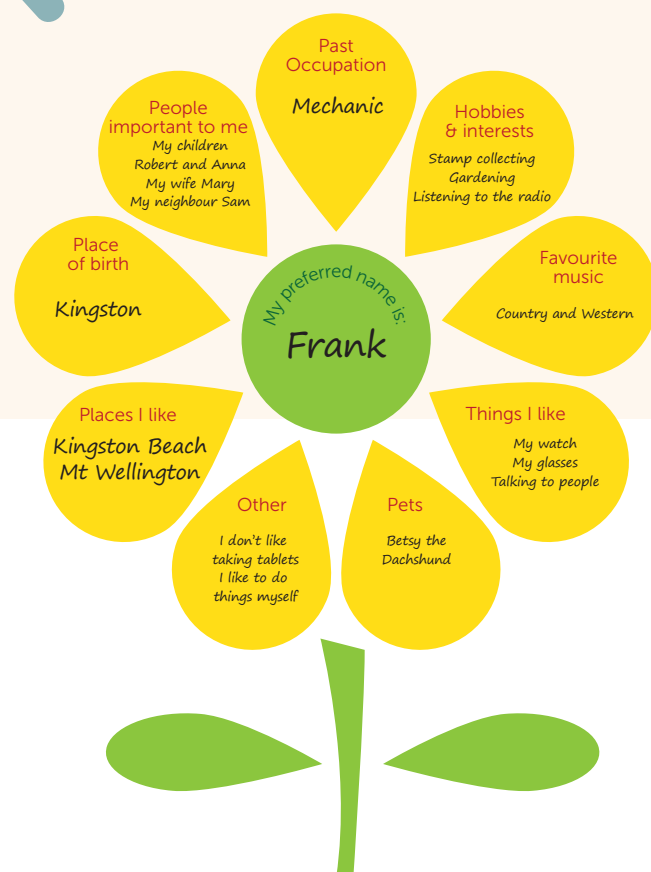
You may have noticed there are sunflowers starting to appear in some resident rooms. The purpose of the sunflower is to support everyone in the team to be able to provide person centred care. The centre of the sunflower identifies the person's preferred name and each petal contains important information unique to that person.

Taking time to build rapport and get to know new residents is vital to supporting people adjusting to living in residential care. The Sunflower is a great way to each member of the team to be able to 'get to know' the person and have conversations about things that are meaningful to that person.

The Sunflower is helping our team to be able to personalise care through meaningful conversations which makes the care about the person not the task. Originally designed to support care for people with cognitive impairment, the Sunflower tool is effective in supporting care for any person who is adjusting to a new environment and getting to know many new people as they settle in to their new home.

**For people who are living with dementia, adjusting to a new environment can be even more difficult.**

The Sunflower provides information familiar and unique to that person. By taking time to talk with them about familiar and meaningful things, creates a



sense of familiarity and reassurance which is essential to having a trusting relationship with the care team. Combining the Sunflower with good communication in dementia strategies you are doing your best to support the person living with dementia and provide quality, person centred care. Thank you!!

## Communication in dementia strategies:

- > Approach the person from the front using open body language and a friendly approach
- > Use the person's preferred name and always introduce yourself
- > Engage eye contact and ensure you have the person's attention
- > Reduce distractions, use direct statements and focus on one idea at a time
- > Speak clearly, not too quickly and allow time for the person to respond
- > Be patient, don't interrupt or argue and listen
- > Be kind, be gentle, be person-centred



# Manor Gardens Day Trips



> Manor Gardens clients enjoyed a very interesting and engaging session with Kitty Kruup from the Hobart Dolls Hospital. Kitty explained the different materials antique dolls are made from and the techniques she uses to restore them to their former glory.

Some clients brought along their beloved toys to learn more about their vintage and how to continue to care for them. Thank you Kitty for a wonderful afternoon learning and sharing their passions.



> Clients had a lovely day at the Geeveston Platypus Park spotting beautiful blooming wattle and spotting a platypus or two.



▲ Manor Gardens clients visited Crawleighwood Garden & Nursery at Nichols Rivulet.

The owners - Pav and Penny - have been working hard over 8 years to create the stunning gardens that come to life every Autumn and Spring. The rain didn't dampen their enthusiasm when they stopped at Snug for a cuppa on their way home.







▲ Ernie and Ian enjoying Glebe Garden Centre.

➤ Peter and Robbie won the Pot People Prize on the Grand Final day in the DTC.



▲ Clients from the Creative Corner, Floral Program and Hobby Hut at the Day Therapy Centre have been busy over the past few months painting, planting and preparing their creations ready for the car park sale held at the Green Centre recently.

Some of the creations for sale included colourful flower pots, handmade wooden hearts, sun catchers and towel packs. The Classic Cooking group also prepared a delicious Devonshire Tea complete with fresh strawberry jam and cream.

Thank you to all the Day Therapy Centre clients and staff who came together to make the day a wonderful success.



▲ Day Therapy clients visiting Franklin House for a coffee.





## Happy Little Visitors



▲ Manor Gardens enjoyed a special visit from the local family day care children last week. Two children and their carer were spoilt with lots of attention and engagement from club members after a long 18month break from visiting the club. These family day care sessions are held once a month on rotating days so all club members get to enjoy our special little guests. With spring weather improving they hope to head outside for some fun games and craft activities.

## UPCOMING Celebration Days



### DECEMBER

**Sunday 5 December** International Volunteers Day

**Saturday 25 December** Christmas Day

**Sunday 26 December** Boxing Day

### JANUARY

**Saturday 1 January** New Years Day

**Wednesday 26 January** Australia Day

### FEBRUARY

**Tuesday 1 February** Chinese New Year

**Friday 4 February** World Cancer Day

**Monday 14 February** Hobart Regatta Day & St Valentines Day



Above: Volunteer Claude Conlan enjoying a game of draughts with Freemason Resident Rae Lawrie.

## Volunteers welcome

We are always grateful for our wonderful community of volunteers. Our volunteers provide so much more than their time and skills, they build strong connections between residents and the local community and nurture relationships that endure over time.

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.

### To find out more, contact:

**Michael Glover**, Leisure & Lifestyle Coordinator on **6345 7233** or email: **michael.glover@mctas.org.au**



**masonic care  
tasmania**

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

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