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# MCT News & Life

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Autumn 2022 Edition

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# MCT News & Life



Dear Friend,

Welcome to the Autumn edition of *MCT News & Life*.

## Survey results

During May, we asked residents, families and advocates to participate in our annual survey seeking feedback on your experiences with MCT.

I want to thank everyone who took the time to complete the survey. The feedback we receive is crucial to ensuring that we can best meet the needs of our residents and clients. We genuinely value this input and I'd like to assure everyone who took part in the survey that your comments and feedback will be taken on board and will help inform our ongoing operations.

## Meeting the challenges

The ongoing COVID-19 pandemic has kept us on our toes throughout the first half of 2022. We have unfortunately experienced outbreaks at our facilities that have impacted on visitation. I want to thank you for your ongoing cooperation, patience and understanding as we continue to deal with the impacts of this pandemic.

Freemasons Home has recently undergone its first facility audit against the new Aged Care Quality Standards. The audit of Freemasons Home has given us significant insight into how we performed against the standards and we welcome this opportunity to explore where improvements can be made within our operations, and to further enhance the quality of aged care service across the board.

We've learned a lot already from the audit, and our staff are participating in additional training to make sure we are in the best position to meet these new challenges.

## New team members

We've been delighted to welcome many new faces to our team in 2022

In particular, a big welcome to MCT's new Chief Experience Officer Alice Holeywell-Jones, who started with us in January; Freemasons Home's new Residential Manager Alison Natera, who is just a few weeks into her role; and most recently Mary Lynch Pearson, who started as our Head of Clinical Care on 17 May.

## Plenty to celebrate

Inside this edition, you'll find photos from our Mothers Day High Teas at Fred French and Peace Haven, our International Nurses Day celebrations, and an array of Day Therapy activities – including a Floral Design Program session to produce the most beautiful bouquets for a staff member's wedding.

We apologise for missing the regular Summer edition of this publication, but you'll find a few of the summer highlights featured in this edition, including our Australia Day celebration and Summer Barbecue.

Please enjoy reading the Autumn 2022 edition of *MCT News & Life*.

A handwritten signature in cursive script that reads "Jackie".

**Jackie Howard**  
Chief Executive Officer

# Resident, Relative & Advocate Experience Survey results

The Resident, Relative and Advocate Experience Survey conducted during May is helping us to better understand how we can best meet the needs of our clients and their families.

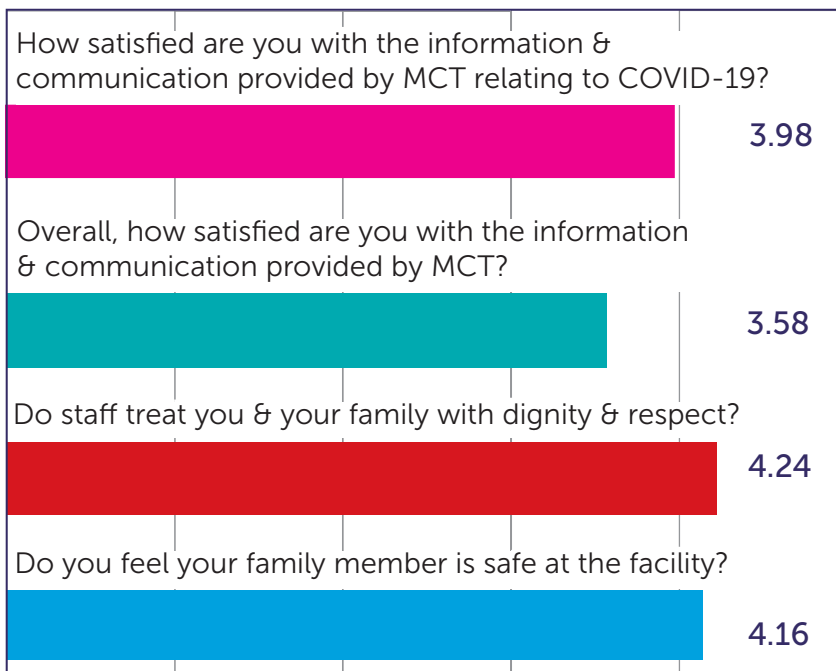
The survey looked at a range of topics, including COVID-19 management, how well we communicate with residents and their families, what we're doing well, and – most importantly – what can be improved.

A huge thank you goes to everyone who participated in the survey. You've provided us with valuable feedback that will help us to deliver the best care possible for our clients.

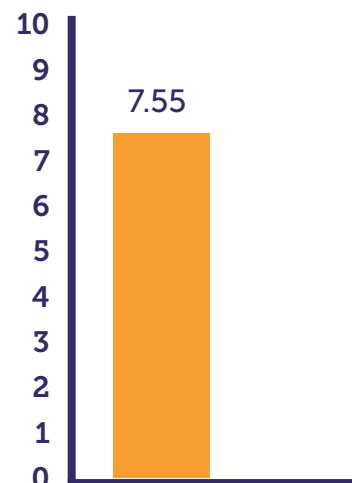
We are still working through the full results, but below is a quick snapshot of some of the key outcomes and feedback we've received.

A more detailed summary will be made available at a later date.

## SCORES OUT OF 5



On a scale of 0–10, how likely are you to recommend Masonic Care Tasmania to a friend or colleague?



## WHAT YOU TOLD US...

(I'd like) regular meetings with the RN to ensure we are on the same page and to let us know how we can help her more

The staff at the front door are very welcoming

I think everybody does a great job, under extreme circumstances at times

Would like to see more social activities

Staff are always caring and friendly

Foyer staff dealing with the RAT process have been excellent

Visiting hours are very limited for those who work and are unable to attend on the weekends

More pet therapy, please!

# Welcome...

## Alice Holeywell-Jones

### Chief Experience Officer

Alice joined Masonic Care Tasmania (MCT) in early 2022 in the newly created role of Chief Experience Officer.

Prior to joining MCT, Alice held several senior executive service roles within the Tasmanian State Service, providing leadership in the areas of People and Culture, Strategy and Engagement, and Performance and Governance.

She also served as Senior Advisor to the Hon Will Hodgman and the Hon Peter Gutwein, MP.

Alice is committed to fostering a culture of innovation, collaboration and placing the client, their needs and their experience at the centre of everything. She looks forward to delivering enhanced engagement and experience for all MCT clients, their families and employees.



## Alison Natera

### Freemasons Home Residential Manager

Alison is a Registered Nurse and a skilled health care professional with experience in clinical nurse education, critical care nursing, safety and quality, clinical redesign, and project management.

Before joining MCT in April, Alison worked in Hobart in the Department of Health as Nurse Manager in the Statewide Access and Patient Flow Program.

Alison has a Master of Clinical Education (Clinical Nursing & Teaching) from the University of Tasmania, an extensive clinical background in critical care nursing, as well as experience as a Clinical Nurse Educator supporting Registered and Enrolled Nurses in their transition to practice.



## Nathan Costelloe

### Group Property & Assets Manager

Nathan's background is in property maintenance and management, with more than 20 years' experience in the industry. He has worked with a range of property types, including new housing and residential complexes, commercial facilities, hotels and resorts, and health care facilities.

Nathan had worked in the aged care sector in Tasmania for several years prior to recently joining MCT. His passion is providing well-maintained properties that are fit for purpose and aesthetically pleasing to create an environment in which the user loves to spend their time. He has a keen interest in architecture, and likes to stay up to date with new trends and products both in Australia and internationally.



## Mary Lynch Pearson

### Head of Clinical Care

Mary joined MCT in May 2022 as Head of Clinical Care, with the aim of further improving the quality of care and experience of older people and families receiving our services.

Mary previously worked across health, community and aged care in Victoria and Tasmania. Her diverse experience includes clinical, teaching, consulting and executive management roles.

Most recently, Mary worked as CEO / Director of Nursing for a stand-alone not-for-profit aged care community in the Victorian goldfields region.

Mary is a registered nurse with additional qualifications in organisational change and dementia care. She is passionate about working directly with older people, along with families and teams, to ensure everyone is treated with dignity and respect.



# Celebrating Mothers Day

In the lead-up to Mothers Day, residents and their families were treated to a delicious high tea prepared by the Catering and Lifestyle teams at Fred French and Peace Haven.

All the traditional favourites were served up, including club sandwiches, mini cakes, and scones with jam and cream.

Tables were set with fine china tea cups and all the mums received a handmade card lovingly created by residents in the art and craft groups.



▲ Josephine Shepherd enjoying Mothers Day High Tea at Fred French.

▼ At Peace Haven's High Tea were Eileen Kerrison, Doris Raucher, Doreen Boyd, and Emily Allen.

▼ Bessie Lovett celebrating Mothers Day with daughter Cloe and granddaughter Theresa.



# Commemorating ANZAC Day



▲ Judith Reiper laying a wreath at Peace Haven to commemorate ANZAC Day.

Rosemary Bishop making a wreath. >



# ACN Transition to Practice Program

Masonic care Tasmania is excited to be part of an Australian College of Nursing (ACN) program that aims to support the development of new Registered Nurses.

The fully funded, government-supported ACN Transition to Practice program aims to develop our future clinical leaders both professionally and

personally through a 12-month training and support program.

Training will be provided across a range of topics relevant to the aged care speciality, including clinical decision-making, leadership and management, infection prevention and control, incident management and response, and behaviour support.

Each participant is assigned an MCT clinical mentor, is allocated study days to complete the training, and will be guided by the ACN in collaboration with MCT senior staff to help improve and drive great clinical practice.

We hope that this program will inspire some of our future leaders, and set them on a successful career journey.

## Memories recaptured at steam yard

For Day Therapy participant Ernie, a day at Parnes Steam World in Westbury brought a flood of memories, as he explored the display of rail machinery that he had once helped to build.

The former boilermaker welder regaled carers and clients with stories of his days working on the larger machinery and locomotives within the railway.

Ernie has a wealth of knowledge and experience to share with others, and enjoyed the trip down memory lane.



## Get to know your care plan

Did you know you could request a copy of your family member's care plan?

Care plans are important in delivering a personalised service to our residents to best meet their health needs.

We encourage family members to be involved in developing the care plan for

their loved one, and during care plan reviews. This allows families to provide input into their loved one's care and have a better understanding of the care they are receiving.

Please talk to the Care Manager for further information.

# International Nurses Day

On International Nurses Day (12 May), we took the opportunity to personally thank our nursing staff, who go above and beyond every day in caring for our residents.

We also took the opportunity to get to know two of our wonderful nurses – Shelley and Binita – and learn their stories around how they started their careers.



▲ Taking a few minutes out of their busy day to enjoy a thank you morning tea on International Nurses Day are team members Sarah, Alison, Caitlin, Angela, Miriam, Sam and Karel.

## Getting to know... Shelley & Binita

Shelley Wiggins has been an Enrolled Nurse for five years – the past three with MCT. With a background in hospitality management, Shelley later became a single parent and fulltime carer to her son with special needs.

At the tender age of 40, Shelley decided it was time for a change of path and began to study nursing. Having conquered two cancer battles, she was inspired to enter a career based on care, compassion and medical support.

"I've been on the other side as a patient, and I thought I could give something back," Shelley said. "I can relate to what people are going through; I know how they're feeling when they're sick."

Having started her nursing career in a hospital environment, Shelley made the switch to aged care and hasn't looked back.

"I never thought I'd end up in



aged care, but I love it. It's a privilege and an honour to be caring for our residents and to be part of their lives," she said.

Binita Shrestha started her career as a Registered Nurse about three years ago, and joined the MCT team last December. Growing up in Nepal, she was particularly close to her grandparents, who lived with her family.

"I helped care for my grandparents and it was very rewarding," she said. "I decided in school that I wanted to be a nurse."

Binita values the opportunity to get to know the residents at Freemasons Home.

"I like to get to know their story. The connection that you make with people, learning about their lives – it adds more value to your own life," she said.

# Day Therapy activities

The Day Therapy team has been busy, with a variety of outings and activities.

Pictured right is Helen with her beautiful artwork that she created during a recent liquid pour art session.

Below, participants in the exercise program keep active with some movement exercises.

Below-right are Dorothy, Janice and Sharon enjoying lunch at Sticky Beaks cafe in Longford.

To find out more about Day Therapy, contact Karyne on 6345 7200.



## Wedding florists at work

MCT's Day Therapy Floral Design Program members turned wedding florists earlier this year, creating gorgeous bouquets for Community Care team member Brooke's big day.

Brooke, pictured with her new husband Pete, was thrilled with the outcome. "Our bouquets were absolutely stunning – all the flowers were perfect! I had a lot of comments on them," she said.

Pictured below-right is Floral Design Program member Claire putting the finishing touches on Brooke's bouquet. The program is a popular activity, running on Thursdays and Fridays each week.





# Summer celebrations



Is there any better way to celebrate the Aussie summer than with a barbecue? Staff from Freemasons Home wielded the tongs and served up the snags in the summer sunshine.



## Australia Day



## Summer Barbecue



# Volunteers critical to aged care

**During National Volunteer Week in May, MCT's CEO Jackie Howard acknowledged the vital role that volunteers play in aged care in the following opinion piece published in *The Mercury*.**

Caring for our community's elderly is one of the most important and rewarding things anyone can do.

With this being National Volunteer Week, it's an ideal time to consider the role of volunteers in the aged care industry. The people in our community who choose to support our elderly residents because they see value in giving back to those who have previously helped to build the community we have today.

The need for increased nursing staff in aged care has been a key feature of the federal election campaign – and with good reason. Just last week, we recognised and celebrated the incredible work carried out by our amazing nursing staff at MCT on International Nurses Day.

But while clinical and personal care support is absolutely essential to a successful aged care sector – and staff go above and beyond in their care and compassion for residents – this alone does not create the quality of life that our residents deserve.

Just as critical are the people who contribute to the lives of residents in an array of other meaningful ways, promoting active minds, creativity, and social interaction – and do so through a desire simply to give something of themselves for the benefit of others.

Volunteers add so much joy to the lives of our residents. The musician who gives their time and talent to stir up happy memories of yesteryear through the magic of song; the avid chess player who sits down for a game with the elderly man who no longer has the opportunity to play a weekly game with his son; the caring stranger who engages in a lengthy chat with the woman who has no family left of her own.

Then there's the people who give their time to make the gardens and grounds more beautiful for residents to enjoy; who play a supporting role during outings and activities

to ensure the highest levels of participation and personal benefit for residents; and those who simply take just a little bit of the weight off our extremely hard-working staff.

Prior to COVID-19, MCT had a thriving team of volunteers, who offered a broad range of activities, entertainment, and – most importantly – friendship. Sadly, the onset of the pandemic put a stop to most of these activities, and it was heartbreaking to see the impacts of that loss on our residents. Our staff have done everything possible during the past two years to lessen the impact. But with well-documented staffing shortages across the sector, the loss of volunteers hit hard.

Thankfully, we are now in a position to welcome our volunteers back with open arms. A small group of dedicated volunteers have returned to the fold, and we are so grateful for their contribution. But, as many organisations have experienced, most have moved on to other things.

Volunteering Australia has reported that, across the country, 293 million volunteer hours were lost in the first 12 months of the pandemic. At MCT alone, we have lost more than two-thirds of our active volunteers compared to before COVID.

Due to its vulnerable nature, the aged care sector has been impacted more than most by the ongoing pandemic. As we continue to deal with outbreaks and restrictions, we are doing our best to give our residents as normal and enjoyable a life as possible.

The return of volunteers who are willing to give even a small amount of their time to enrich the lives of residents will make it so much easier to adapt to this "new normal".

If you have ever wanted to make a difference in people's lives, I'd urge you to consider volunteering in aged care. You'll get so much out of the experience, but I guarantee that what you give will be appreciated more than you could ever know.

## UPCOMING Celebration Days



### JUNE

**Sunday 5 June** World Environment Day

**13-19 June** International Men's Health Week

**Wednesday 15 June** World Elder Abuse Awareness Day

**Tuesday 21 June** Winter Solstice

### JULY

**3-10 July** NAIDOC Week

**Thursday 14 July** Bastille Day

### AUGUST

**Sunday 7 August** Aged Care Employee Day

**8-14 August** National Stroke Week

**Thursday 18 August** Vietnam Veterans Day

**Friday 26 August** Daffodil Day

## AN ODE TO LOCKDOWN

*We donned, we doffed  
We unloaded trucks  
We had storage issues  
We had a coffee van  
(Peter liked the coffee van)  
We had pizza  
We ate lots of Tim Tams  
We got to know each other  
We worked as a team.*

- Kaz Roebuck  
Interim Care Manager

## Volunteer with Masonic Care Tas



Are you looking for a rewarding volunteer opportunity that helps to 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  
Ph **6345 7233** or email **michael.glover@mctas.org.au**



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

## Get in touch

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7 Ballawinnie Road,  
Lindisfarne TAS 7015

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

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185 Penquite Road,  
Norwood TAS 7250

PO Box 108, Newstead TAS 7250

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F (03) 6345 7191

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ABN 21 590 239 241

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

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