



Amber Aged Care

Newsletter - March 2024



Dear Residents and Family Members,

We are excited to share with you Amber Aged Care's newsletter for March.

Content:

A Focus on Continence Care

We understand the importance of dignity and comfort in all aspects of care. In this issue, we delve into our Continence Care program, highlighting how we tailor support to meet individual needs and ensure quality of life for all our residents.

Your Voice Matters:

Feedback and Complaints

Your feedback guides our improvements. We're discussing the recent feedback and how we're addressing complaints to ensure that our facility continues to be a place where you feel heard and your concerns are promptly attended to.

Advanced Care Directives

Planning for the future is a conversation we hold with great care. Discover how our Advanced Care Directives protocol can provide peace of mind, knowing that your wishes will be respected and followed.

Welcoming New Staff

Join us in welcoming the newest members of our Amber Aged Care family! We have fresh faces joining our dedicated team, ready to contribute to our warm and caring environment.

Expanding Horizons with Additional Services

The availability of additional services within our facility, please look at the flyer and let the management team know if you are interested.

Warm regards,
The Team at Amber Aged Care

Continence Care

We understand the importance of comprehensive continence care and effective catheter management. Our commitment is to ensure that every resident receives the highest quality of care, promoting dignity, comfort, and well-being. This section of our newsletter is dedicated to providing you with the latest advice, tips, and updates from our skilled nursing team.

Understanding Continence Care

Continence issues can affect many people, but with the right support and management strategies, we can significantly improve quality of life.

Our approach includes:

Personalised Care Plans: Tailored to meet the individual needs of each resident, incorporating lifestyle, medical history, and personal preferences.

Regular Assessments: To monitor health status and adjust care plans as necessary.

Catheter Care Essentials

For residents requiring catheterisation, ensuring the correct usage and maintenance of catheters is vital to preventing infections and complications. Our nursing team adheres to stringent protocols, including:

Hygiene and Care: Regular cleaning and maintenance schedules to uphold the highest hygiene standards.

Monitoring: Close observation for any signs of infection, blockage, or discomfort.

Education: Offering guidance and support to residents and family members on managing catheters at home.

Tips for Families

Stay Informed: Understand the basics of continence care and catheter management to better support your loved one.

Encourage Hydration: Adequate fluid intake is crucial for urinary health and can help prevent urinary tract infections (UTIs).

Be Observant: Watch for any changes or signs of discomfort in your loved one, and report these to our nursing team promptly.





We're Here to Help:

Our dedicated team of nurses and caregivers is always here to provide support, answer questions, and ensure that you and your loved ones feel fully informed and comfortable with all aspects of care. If you have any concerns or need further assistance, please don't hesitate to reach out to us via phone or email.

Together, we can ensure that our community remains a place of support, dignity, and excellent care for everyone.

Clinical Complaints:

Resident Care Update

In our continuous efforts to provide the best possible care and services at our facility, we would like to address recent feedback from our residents and their advocates.

Clinical Excellence Corner

We've noted concerns regarding our clinical support systems, specifically:

Accessibility Adjustments

A resident found that the new soap dispenser was challenging to use. The older style has been put back to ensure the resident can easily use the soap dispenser

Medical Communication

An oversight in the communication regarding a resident's pressure sore was brought to our attention. We apologise for this lapse and have reinforced our notification procedure to keep NOK/ advocates well-informed about health conditions.

Safety First

There has been a complaint regarding the effectiveness of our fall prevention plan and risk mitigation strategies. We have conducted a thorough review of our current practices and have provided further education to staff regarding ensuring sensor mats, crash mats, and sensor beams are positioned correctly and call bells are within reach of the resident.

Support Services Spotlight:

Our commitment to comfort and satisfaction extends beyond health care:

Culinary Delights

Feedback on meal satisfaction, including a mention of lasagne not meeting expectations, is taken seriously. Our chefs are dedicated to providing a diverse and enjoyable dining experience, and we welcome suggestions for menu items.

Personal Belongings

Reports of clothing misplacement have prompted us to examine our laundry and personal item management systems. We are in the process of changing the current practices regarding residents' personal washing. To ensure personal items are not mixed up with the linen which goes to an external contractor for washing, laundry baskets will be purchased and placed in each resident's bathroom and at the end of the day the carers will take the washing to the laundry to be washed the proceeding day.

We are committed to addressing all concerns raised by our residents and their advocates. Continuous improvement is our goal, and we welcome any further feedback or suggestions from our community. Please feel free to reach out to our staff with your insights.

Compliments recieved:

We are thrilled to share some heartwarming feedback and expressions of gratitude from our residents and their advocates!

Pizza on the menu

Four residents thoroughly enjoyed the pizzas offered.

Care

In addition, we've received a touching compliment from the advocate of two residents who were with us for respite care. They extended their sincere thanks to our dedicated staff for the exceptional care provided. It's always encouraging to know that the hard work and compassion of our team make a significant difference in the lives of those we serve.

Moreover, the advocates included a special note of appreciation for the meals provided at our service. Quality meals are the cornerstone of daily life here, and we are committed to offering delicious and nutritious options that cater to the diverse tastes of our community.



Employee of the month:

Each month the staff nominate an employee whom they believe deserves to be nominated for employee of the month.

For the month of February Sandy PCW/Lifestyle has been presented with this award.

Sandy receives a certificate and a voucher for her efforts, hard work and dedication to Amber Aged Care.



Weekened visits:

On the weekends if you would like to take your loved one out on social leave or even for a walk, we would appreciate a phone call on Friday advising us of the time of the visit. This way we can ensure all their care needs are attended prior to your arrival and ensure there is no delay in you spending some quality time together.

WORD FINDER

Animals

The words in this word search are hidden across, down, and diagonally, with no backwards.



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|------------|----------|---------|----------|
| BIRD | DEER | OWL | SPIDER |
| CAT | FLY | PANDA | SQUID |
| CHEETAH | HAMSTER | PIG | SWALLOW |
| CHICKEN | KANGAROO | RAT | TORTOISE |
| CHIMPANZEE | LIZARD | SEAL | WALRUS |
| COW | OCTOPUS | SNAIL | WOLF |
| | OTTER | SPARROW | |