



Amber Aged Care

Newsletter - February 2025



Welcome to the February Edition of Amber Aged Care News!

Hello everyone!

We hope you are all keeping well and enjoying your time at Amber Aged Care. We have some important updates to share with you in this newsletter.

This newsletter is designed to keep both residents and their advocates informed about important developments in care, safety, and services.

Warm regards,

The Amber Aged Care Team

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Advanced Care Directives - Planning for the Future

It is important to have a plan for your future care. An Advanced Care Directive allows you to record your wishes about medical treatment and care preferences if you are unable to speak for yourself. This ensures that your choices are respected and that your loved ones and care providers understand your wishes.

If you would like to discuss or update your Advanced Care Directive, please speak to a staff member or your family. We are here to help. Advocates, we encourage you to discuss this important document with your loved ones and ensure their wishes are documented appropriately.

Falls Prevention - Staying Safe

Falls can happen to anyone, but there are ways to reduce the risk:

- **Use walking aids if needed** Always have them close by.
- **Take your time when standing up** Move slowly to prevent dizziness.
- **Wear supportive footwear** Avoid loose slippers or socks without grips.
- **Ask for help when needed** Our staff are always available to assist you.
- **Maintain regular exercise** Gentle movements and activities can improve balance and strength.

In **November 2024**, we recorded **5 falls per 1000 bed days**, slightly above our target of 2.5. Let's work together to reduce this by following safe practices. Advocates, we appreciate your involvement in encouraging safe mobility and reminding residents to use available supports.

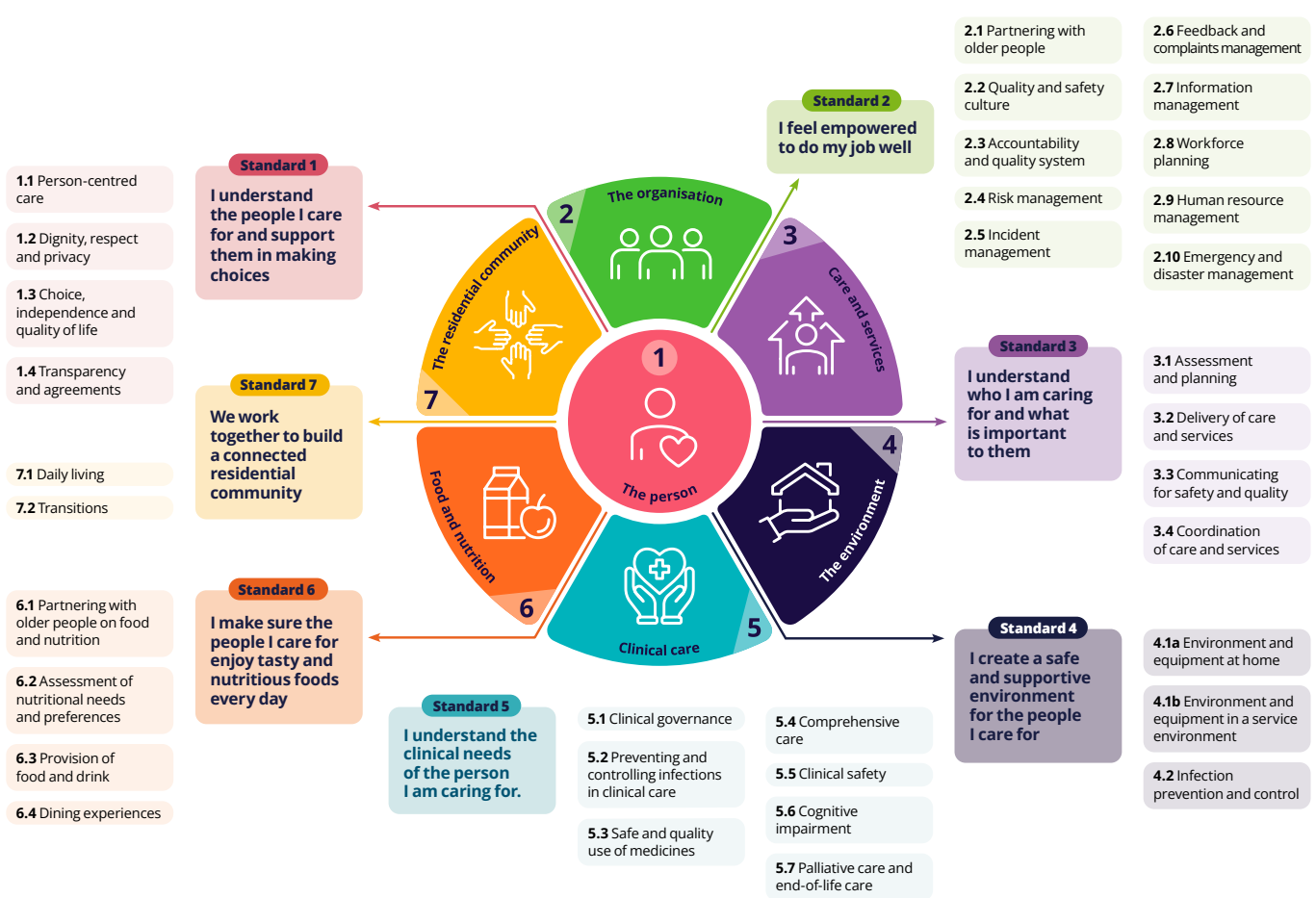
Changes to Aged Care Quality Standards - July 2025

From July 2025, the government is introducing new Aged Care Quality Standards to improve services for residents. Some key changes include:

- Better **personalised care** to meet individual needs.
- Stronger **safeguards** for residents' health and wellbeing.
- Increased focus on **staff training** to provide high-quality care.
- Greater **involvement of families and advocates** in care planning and decision-making.

We are committed to keeping you informed and ensuring these changes lead to better care outcomes for all residents. Advocates, we value your input and will provide opportunities for discussion about these updates.

Strengthened Aged Care Quality Standards



What We're Doing to Keep You Safe:

We are always striving to improve the care we provide. To enhance your safety, we are focusing on the following areas:

1. Falls Prevention: We continue to encourage the use of available safety tools, such as sensor mats and beams. If you have concerns or preferences regarding these tools, we are happy to discuss them with you.
2. Infection Control: We are reinforcing infection prevention practices throughout the facility, including frequent hand hygiene and enhanced cleaning protocols, and working to reduce the risk of infections from hospital transfers.

3. Ongoing Training: Our staff regularly receive training to stay up-to-date on best practices for preventing falls, managing infections, and handling emergency situations such as choking.

Resident and Advocate Engagement

We encourage both residents and their advocates to be actively involved in discussions about care, wellbeing, and quality improvements. If you have any questions or suggestions, we invite you to attend our Resident & Advocate Meeting where you can share your thoughts and hear updates from our leadership team. Your input helps us shape a better care environment for everyone. Thank You!

Quality Indicators - Consumer Experience & Quality of Life

As part of our commitment to high-quality care, we assess both Consumer Experience and Quality of Life for our residents.

Consumer Experience

- 26 residents assessed
- 20 residents declined participation
- 9 self-completed the assessment
- 12 assessments facilitated through interviews
- 5 assessments completed by proxy

Ratings:

- 14 residents rated their experience as Excellent
- 11 residents rated their experience as Good
- 1 resident rated their experience as Moderate

Quality of Life

- 26 residents assessed
- 20 residents declined participation
- 9 self-completed the assessment
- 12 assessments facilitated through interviews
- 5 assessments completed by proxy

Ratings:

- 17 residents rated their quality of life as Excellent
- 8 residents rated their quality of life as Good
- 1 resident rated their quality of life as Moderate

These assessments help us understand how we can continue to improve services and ensure residents feel supported and valued. Advocates, your feedback is essential in ensuring we provide the best possible experience for your loved ones.

Learning & Staff Compliance - Ongoing Training

Our staff continue to work hard in their training to ensure they provide the highest level of care to residents.

Learning	Jan 2025 Complete	Jan 2025 Overdue	Compliance
Competency Training Day			
Strengthened Aged Care quality standards 1-3	57	13	81%
Strengthened Aged Care quality standards 4-8	57	14	80%
Basic life support	56	8	88%
Infection control training	63	5	93%
Hazardous Manual task new employees	6	4	60%
Fire safety online training (only assigned to new employees)	5	5	50%
Fire safety practical (Bob May)	52	14	79%
Hand hygiene	54	6	90%
Risk Management	14	0	100%
Trauma Informed Care	40	7	85%
Manual handling practical	55	6	90%
Medication calculations	18	2	90%
Work Effectively with Culturally Diverse Clients and Co-workers	59	12	83%
Dominant chemical training	60	9	87%
First aid practical	57	13	81%
HLPFSE001 Follow basic food safety practices (Kitchen and food services staff)	3	4	43%
Organisational clinical governance/open disclosure	19	0	100%
Safe Food Handling Mod 1: Food Handling and Food Safety	46	7	87%
Safe Food Handling Mod 2: Personal Hygiene, Cleaning and Sanitising	43	10	81%
Safe Food Handling Mod 3: Food contamination and allergens	45	8	85%
Safe food handling mod 4: Food delivery, storage and display	45	8	85%

This training ensures our team is well-prepared to provide the best care for you. Advocates, you can feel confident that our team is staying up to date with the latest best practices in aged care.

Incidents

Each month we review and evaluate our incidents to identify ways we can reduce our incidence and improve practices.

We are always working to improve safety and care for all residents. In December:

Incident Type	KPI	Nov	Dec	Jan
Falls	<2.5	5	1	7
Fall with major injury	<0.5	0	0	0
Blister	<1.0	0	1	2
Skin Tear	<3.0	1	1	2
Scratch	<1.0	1	0	1
Bruise	<2.0	1	3	1
Pressure Injury	<1.0	1	2	1
Medication	<1.0	0	0	1
Aggression (physical)	<1.0	0	0	0
Aggression (verbal)	<1.0	0	0	1
Wandering	<1.0	0	0	0
Infection	<1.0	2		4
Clinical Deterioration	<1.0	2	4	5
Choking	<1.0	0	2	0
Incontinent Associated Dermatitis	<1.0	0	3	3
Bed Days		1291	1223	1228

Incident Trend Analysis

Falls:

Over the past few months, we have seen a slight increase in the number of falls. While we continue to work hard to reduce fall-related incidents, we are reminding all residents of the importance of utilising safety tools such as sensor mats and beams, which are available to help prevent falls. If you have any questions or concerns about using these tools, please let a staff member know. We are here to make sure you feel safe and supported.

Pressure Injuries:

We are pleased to report that pressure injuries have remained low and stable. Our team follows a set of guidelines to ensure residents are comfortable and their skin health is regularly monitored. By making regular position changes and conducting skin assessments, we continue to focus on maintaining your comfort and preventing any issues.

Clinical Deterioration:

We are committed to identifying any changes in health early, allowing us to intervene quickly and provide the best possible care. By monitoring residents regularly, we aim to manage any clinical deterioration within the facility, avoiding unnecessary transfers and ensuring residents stay as comfortable as possible. The staff accurately identified deterioration and arranged for immediate medical review ensuring the best outcomes for our residents. Early identification helps prevent further complications and supports better health outcomes.

Choking:

While there was a single choking incident reported in December, no other incidents have occurred since. We continue to prioritize the safety of all residents during meals and ensure staff members are trained to act quickly in the event of an emergency. If you ever have concerns about swallowing or eating, please don't hesitate to speak with staff.

Lifestyle

February is here, and we're excited to offer a month filled with activities designed to spark joy, promote wellness, and bring people together. From brain-boosting games to relaxing walks, tasty treats, and a little musical magic, we've got something for everyone.

Here's what we've got lined up for February:

Alphabet games

Sharpen your memory and have some fun with our Alphabet Games! Whether it's forming words, learning something new, or just a friendly competition, it's a great way to engage the mind and have some laughs.

Paint by numbers

Get your creative juices flowing with our relaxing and enjoyable Paint by Numbers sessions. This activity is perfect for those who want to unwind while creating something beautiful. No previous painting experience required - just an open mind and a love for creativity!

Wellness Walkers

We're putting on our walking shoes and hitting the trails! Our Wellness Walkers sessions will focus on gentle, invigorating walks that promote physical health while allowing our residents to enjoy the beauty of nature and get some fresh air.

Cooking class

This month we're excited to host our first cooking class focused on creating something sweet! We'll begin by mastering the art of the perfect crumble topping, which we'll then pair with a delightful affogato - vanilla ice cream topped with espresso. It's a perfect balance of warm and cold, sweet and rich - what's not to love?

Music & Mocktails: A sip & sound experience

Get ready for the ultimate pairing of tunes and tasty treats! We're blending two favorites - music and mocktails - for an afternoon of pure enjoyment. While we listen to lively tunes and soothing melodies, we'll be sipping on delicious non-alcoholic mocktails. Whether it's a fruity punch or a sparkling concoction, it's perfect mix of music and refreshments to lift spirits and create unforgettable moments.

We can't wait for everyone to join in the fun and create wonderful memories together this February! We're so excited to share these moments of connection, laughter and creativity.

Welcoming New GPs

We are pleased to welcome **Dr. Jim Bakopanos** and **Dr. Umberto Russo** to Amber Aged Care as our new GPs. Their commitment to aged care ensures that our residents receive **comprehensive, proactive, and tailored medical support** right here in our home.

What This Means for Our Residents

Residents will benefit from:

- ✔ **Annual comprehensive health assessments** - including dementia risk assessment, diabetes monitoring, cardiovascular checks, frailty screening, and recommended vaccinations.
- ✔ **Quarterly care plan reviews** - ensuring each resident's medical care aligns with their evolving health needs.
- ✔ **Medication management reviews** - regular assessments of prescriptions to optimize safety and effectiveness.
- ✔ **Family involvement** - meetings as required to discuss care plans and medical updates.
- ✔ **Proactive and on-demand care** - doctors available for consultations, telehealth services, and urgent medical needs.

Thanking Dr. Crea for His Dedicated Service

A Heartfelt Thank You to Dr. Crea

As we welcome new GPs, we also take this opportunity to express our **sincere gratitude to Dr. Crea** for his many years of dedicated service and care for our residents. His **compassion, expertise, and commitment** have made a lasting impact on both our residents and staff, and we deeply appreciate everything he has done for Amber Aged Care.

Dr. Crea has been an integral part of our healthcare team, providing **exceptional medical care, unwavering support, and genuine kindness** to all those in his care. As he now transitions into semi-retirement, we send him our **best wishes for this next chapter** and hope he enjoys a well-earned balance of work and relaxation.



The Forgotten Garden

Chapter 4, The Echoes of Time

The days that followed seemed to blur together in a whirlwind of discovery and wonder. Eliza had grown accustomed to the rhythmic hum of the garden, the whispering wind that seemed to guide her every step, and the ever-present sense of magic that filled the air. The seeds she had planted began to sprout, unfurling delicate tendrils of green that promised a new chapter in the garden's life.

But with the garden's rebirth came the sense that something deeper was stirring beneath the surface. Every so often, Eliza would catch glimpses of shadows moving just out of the corner of her eye, or hear soft footsteps echoing through the trees when no one else was around. It was as though the garden itself was alive in ways she could not fully understand—whispering stories of the past, of those who had walked its paths before her.

One afternoon, as she sat by the newly restored pond, a strange sensation washed over her. The water's surface shimmered once again, but this time, the images were different. Instead of the vibrant garden she had worked so hard to revive, Eliza saw a vision of the garden in its prime—lush, beautiful, and full of life. But what struck her most was the figure standing in the midst of it: a man, dressed in simple, worn clothes, his face kind but lined with years of hard work. His hands were stained with soil, and his eyes held a quiet wisdom.

The vision flickered, and then she saw him again, kneeling beside the same oak tree where she had found the mysterious box. This time, he held something in his hand—a delicate seed, glowing faintly in the moonlight.

As the vision faded, Eliza felt a wave of sadness wash over her, followed by an overwhelming urge to learn more about the man in the vision. Who was he? What had happened to him and the garden?

Determined to uncover the truth, Eliza sought out her grandmother, the village storyteller, who was known for her vast knowledge of the town's history and folklore.

"Grandmother," Eliza began, her voice tinged with urgency, "I saw something in the garden—a vision. There was a man, a gardener, I think. He seemed to be the one who cared for the garden long ago. Do you know who he is?"

Her grandmother looked at her, eyes narrowing in thought. "Ah, yes. You've seen him, haven't you?" she said softly, her voice carrying the weight of years. "That man was the original keeper of the garden, long before it was forgotten. His name was Tobias."

Eliza sat up straighter, eager to learn more. "Tobias? What happened to him? Why did the garden fall into disrepair?"

Her grandmother sighed, a wistful look in her eyes. "Tobias was a man of great love for the land. He tended to the garden with care and devotion, believing it was a place

where the earth and the spirit could meet. But there were many who did not understand his ways. They believed he was wasting his time, pouring all his energy into a garden that, to them, seemed unnecessary. When the years grew harsh and the seasons changed, Tobias was left alone. The village became more focused on its daily struggles, and the garden was forgotten."

Eliza felt a pang in her chest, understanding the sadness behind her grandmother's words. "But why did he leave? Why didn't he return to restore it?"

Her grandmother paused, her voice softening. "Tobias left because he believed the garden would one day call out for help, that it would need someone pure of heart to restore it. He passed away quietly, but his spirit—his love for the garden—remained."

Eliza was silent for a long moment, the weight of the story sinking in. "And now the garden is calling to me, isn't it? The vision I saw... it was his spirit, wasn't it?"

Her grandmother nodded, a faint smile playing on her lips. "Yes, child. The garden chose you, just as it chose Tobias. You have the same love for the land, the same deep connection to its heart. The garden remembers those who cared for it, and now, it has found its caretaker once again."

Eliza stood, a sense of clarity settling over her. She understood now that her journey was not just about tending to the flowers and trees, but about honoring Tobias's memory and the legacy of the garden. She was more than a gardener; she was the keeper of its stories, its history, and its magic.

That evening, as the sun dipped below the horizon and the first stars appeared in the sky, Eliza returned to the garden. The air was thick with anticipation, as if the earth itself was holding its breath.

Standing beneath the oak tree, where Tobias had once knelt, Eliza placed her hands on the soil. She whispered a silent prayer to the spirit of the garden, to Tobias, and to the land that had given so much.

"I will care for this place," she vowed, "as you once did. I will restore its beauty and keep its stories alive. I will honor you, Tobias, and the garden you loved so dearly."

As if in response, the wind stirred, and the leaves of the oak tree rustled gently. Eliza felt a presence beside her, and for the first time, she knew she wasn't alone. The garden had accepted her as its new keeper, and with that acceptance came a promise—a promise to restore, to remember, and to carry on the legacy of those who came before her.

The echoes of time had spoken, and Eliza's journey had only just begun.

WORD FINDER

Summer Activities

The words in this word search are hidden across, down, and diagonally, **with none backwards**.

B	E	R	R	Y	P	I	C	K	I	N	G	Q	Z	Z
K	J	S	O	P	I	C	N	I	C	S	R	G	D	H
D	P	U	G	S	F	P	C	W	P	Y	N	N	N	O
D	U	N	E	W	I	A	B	A	L	B	B	L	U	L
T	B	B	C	I	A	R	I	L	X	G	Y	J	I	I
C	B	A	A	M	N	K	K	K	J	B	H	N	D	D
D	K	T	M	M	D	S	E	S	B	E	A	C	H	A
J	I	H	P	I	T	X	R	H	G	A	M	F	M	Y
C	Q	I	I	N	O	G	I	R	S	J	W	I	I	I
S	G	N	N	G	K	Z	D	V	U	M	T	S	N	N
K	C	G	G	F	O	G	E	G	Q	Q	K	H	I	E
Q	L	X	T	T	E	N	N	I	S	M	F	I	G	M
P	S	V	L	R	O	A	D	T	R	I	P	N	O	T
V	B	Y	W	F	E	S	T	I	V	A	L	G	L	U
D	B	A	R	B	E	C	U	E	G	K	P	W	F	V

TENNIS

WALK

CAMPING

BIKERIDE

PARK

BEACH

BARBECUE

SUNBATHING

MINIGOLF

ROADTRIP

BERRYPICKING

FISHING

SWIMMING

HOLIDAY

FESTIVAL

PICNIC