

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 4

AUGUST 2022



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Welcome to our new Quality Manager – Residential Care, Gabriella Masson

We are pleased and excited to introduce a new Manager at OLOC. Gabriella Masson has joined us in the role of Quality Manager – Residential Care, commencing in August. Gabriella is a Registered Nurse and has previously worked in Residential Aged Care in both Management, Education and Nursing roles. Gabriella is passionate about quality, achieving positive outcomes for consumers and implementing improvement plans.



Gaby & Merindah

Gaby says:

'I'm looking forward to getting to know the OLOC Team, and learning and sharing ideas as a team. One of the things I've noticed about OLOC already is how many of the staff have been here a long time. That's usually a sign that staff are really committed to their work and enjoy working here!'

Please join me in helping to make Gabriella feel welcome at OLOC.

With Gaby taking on responsibility for the quality portfolio, I have been able to move to a broader administrative role.

Peter Squire

**Administration and
Compliance Manager**

The Good Samaritan

One of the best known and loved stories that has come from the Life of Jesus, is that of the Good Samaritan.

It is a story of selfless giving to someone in need. It is often associated with the request to Jesus as to who is my neighbour. Recently in an interesting commentary I read the following – ‘The parable of the Good Samaritan challenges us to see that it is not a question of determining who my neighbour is, as much as to whom I can be a neighbour.’

It is the story of the man left by the robbers on the roadside, badly beaten and all his money stolen. One would imagine that the sight of this man would stir anyone who passes by to be a neighbour and to come to his aid. Yet we read of two examples, the priest and the Levite, who cross the road and offer no help even though according to their religious training, doing good works should be an automatic part of their life. Whilst the third man, a Samaritan who in those times, was the enemy of all Jews and would be expected to ignore the man in need, took the time to stop and care for his wounds, then left him at the Inn with money to cover his care.

If we were to put ourselves into such a situation, where would we stand, how would we act. Do we only care for those we know when it suits us, or do we reach out to anyone when we see that they need care, assistance or maybe just a word of encouragement. Recently on my way driving home from Rooty Hill, I was sideswiped, I guess I went into shock at the time as I didn't see it coming as my car was stationary. Behind me was a tanker, the driver of which stopped and stayed with me till I could get to the side of the road and work out what I had to do next. Like most truck drivers he would have had a time line to meet, but he took the time to make sure I was okay before he went on his way. I will always remember his kindness and help.

Our neighbour is not only the person next door or part of our particular circle, but rather is everyone with whom we come in contact, if only we look and see. Jesus finishes the story with the following – ‘Which of these three, do you think, proved himself a neighbour to the man lying by the side of the road? The, one, who took pity on him, was the reply. Jesus said to him go and do the same yourself.’ May we all have the courage to show such love and commitment.



- Sr Janice



The Task at Hand

While multitasking is perfectly normal in the busy, face paced and distracting world we live in, it is becoming increasingly difficult to focus on one task at a time.

In a modern day where the demands are high, there's plenty to remember and focusing on one single thing at any given time seems like a dream. Brain fog is a warning signal from your brain to slow down or take a break. Often, it's a sign that you're overwhelmed, exhausted or stressed, but sometimes, it's caused by something a lot less obvious; multitasking.

When you try to do too much and too often your brain struggles to cope, giving you that foggy feeling. Multitasking is one of the main culprits in creating brain fog and scrambled thinking. For a clearer mind, there are some ways we can limit trying to do too much at once and try focusing on one thing at a time.

Remove Accidental Multitasking

Think about all the ways you multitask without even realising it and see if you can improve your focus.

Examples of accidental multitasking include:

- Letting social media notifications to disrupt you
- Browsing the internet or doing something else while speaking on the phone
- Keeping your emails open all day and reading them as soon as you receive them.

Changing these small parts of your day can help realign your focus and keep the distractions to a minimum.

Block Your Time

Allocate your time into focused blocks instead of bouncing from one task to the next. Set aside time for certain tasks, minimise all distractions throughout that time and give the task at hand all of your attention. Also allow for reactive time throughout the day, where you have no set agenda and can respond to urgent requests as they arise.

Plan to Daydream

Trying to jam pack every moment of your day with productive tasks will only lead to fast tracked brain fog from exhaustion and stress. Allow yourself time to gaze out the window and daydream a little every couple of hours. It will give your brain a chance to digest everything, rest and help stop you from trying to do too many things at once.

Other ways to help reduce brain fog

- Get enough sleep
- Walk in nature
- Breathe
- Take regular breaks
- Stay hydrated



Health & Exercise

The Wonder of Walking

Walking is one of the easiest exercises you can do on a consistent basis. And all it takes is 30 minutes a day and you could be walking your way to improved health. The only challenge is, making it regular a part of your routine.

Walking is the original weight-bearing exercise, more often than not walking is not considered a workout when in fact, with just 30 minutes of walking a day you can improve your health in more ways than you might expect.

Some benefits can include:

- increased cardiovascular and pulmonary fitness;
- reduced risk of heart disease and stroke;
- improved management of conditions such as hypertension, high cholesterol, joint and muscular pain or stiffness, and diabetes;
- stronger bones and improved balance;
- increased muscle strength and endurance, and;
- reduced body fat.

While most of us spend a fair amount of our working day on our feet, staying motivated and having time to mindfully walk for fitness benefits can be difficult. Here are some tips of how to keep it interesting and incorporate more walking into your life.

Try new routes

Mix it up, walk down the road less travelled, discover new places and walk on new terrains. Weekends are the ideal time to discover new places and longer more challenging walks.

Make it social

Solo walks are good for the soul, giving you time to unwind and spark your creativity but try mixing it up by inviting some friends to walk with you. Laughter also has its benefits, so combine the two for the ultimate feel good, low impact workout.

Give it a purpose

If you're lacking motivation, try giving yourself a reason to your walk. Take the dog for a walk or take a walk to the park with your kids. Whatever the occasion, giving yourself purpose is motivation enough.



Make it part of your routine

Try to make walking as important to your daily routine as your morning coffee is. Pick the same time each day, whether it is a walk around the block in the morning or in your break or a long walk at the end of the day to decompress.

Use it as transport

While it's convenient to just drive to the local shops or café, try leaving earlier and walk to meet your friends or to the shops. Added bonus, saves having to find a carpark during peak hours.

Be present

By taking in your surroundings as you walk, it can make it more of a mindful and meditative process than just physical activity. Listen to the sounds, take in the views and let your mind wander.

Increase your speed

If you're looking for an activity with a bit more intensity, try varying your pace throughout the walk or building hills and inclines into your walk. If that doesn't get your pumping, take weighted items with you like filled drink bottles or hand weights.

Note:

The best way to get health benefits from walking is to walk for half an hour each day at a brisk pace. You should be able to talk, not sing and you might be puffing slightly

BEST WALKS IN SYDNEY

Bondi to Coogee Walk

6km - 2.5 hours

Spectacular coastline from every direction, passing through Waverley Cemetery, by several ocean pools and secluded nooks.

Lake Parramatta

4.2km - 2 hours

A moderate walk, with three walking trails to choose from, make your way around the lake through this special meeting place for the Dharug People.

Barrenjoey Lighthouse

2 km - 1 hour

A steep trek up a sandy trail with steps and rocky outlook points, the sweaty ascent is short and well worth it for the rewarding views at the end.

The Great West Walk

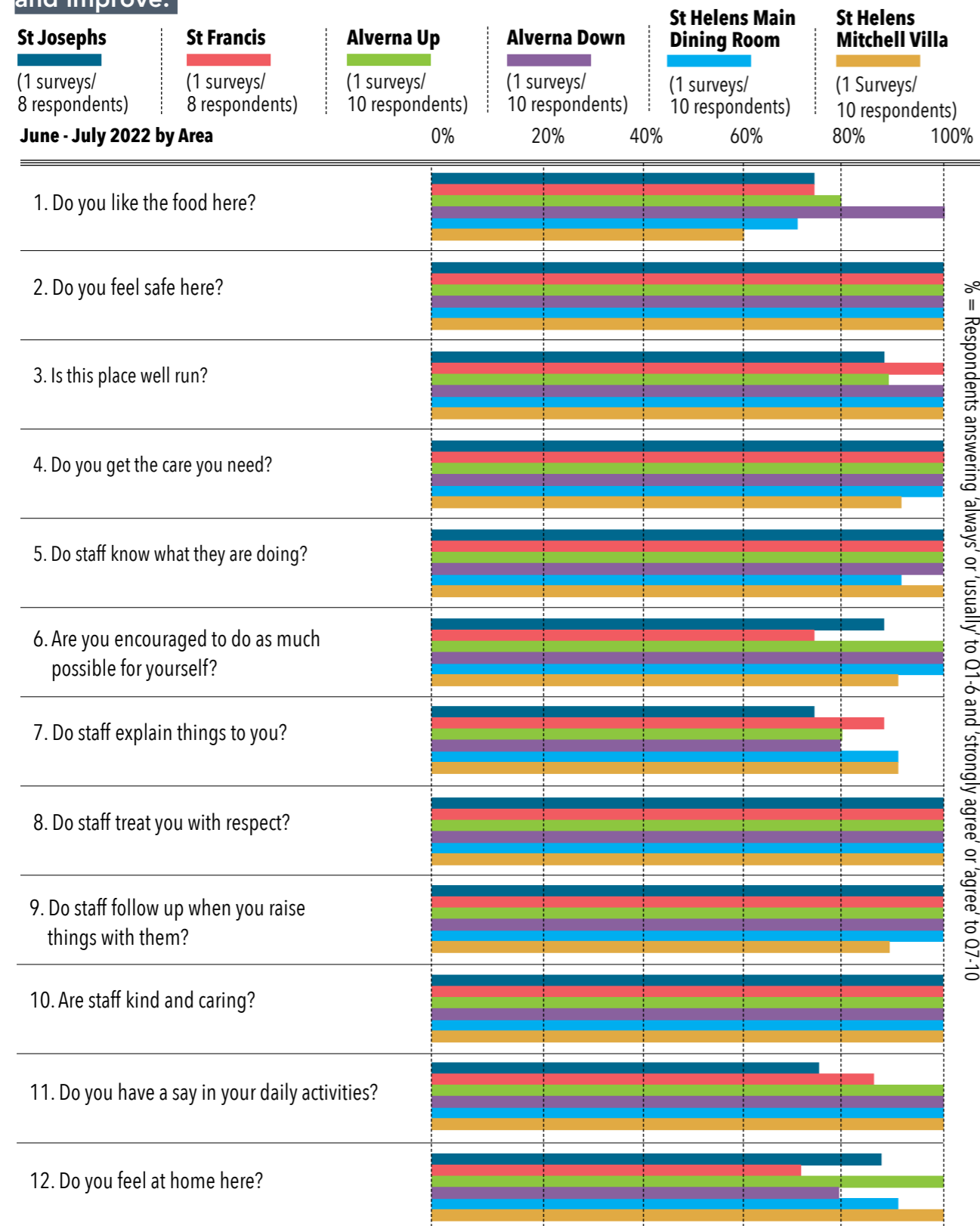
65km - 2-5 Days

From Parramatta Park, through the protected Cumberland Plan woodland, Western Sydney Parklands and to the foot of the mountains. Approach it into bite sized strolls, discovering hidden gems and history along the way.

Talking Transparency

Unit Survey Results

OLOC has committed to a more frequent survey of residents, and to publishing the results. We do this so that we can identify potential areas of weakness and improve.



In the Community



'A little support makes a big difference'

Dementia impacts close to half a million Australians. People living with dementia can continue to live active and fulfilling lives long after first diagnosis.

Dementia is the term used to describe a collection of symptoms that are caused by disorders affecting the brain. Dementia is not one specific disease, rather it is a broad term for a large group of illnesses which cause a progressive decline in a person's mental functioning.

Dementia Australia estimates there are 487,500 people living with all forms of dementia and projects that number will double by 2058. Most people with dementia are over 65 years of age, but it is important to remember that not all older people get dementia, and that it is not a normal part of ageing.

Dementia is generally progressive, with symptoms usually beginning slowly before gradually becoming worse. This means that people diagnosed with dementia can continue to live active and fulfilling lives, both in the community and in residential care settings. Despite this, people living with dementia often face discrimination.

Dementia Action Week asks us to look at the way we interact, respect and acknowledge people living with dementia.

7 ways to make things easier for people living with dementia

- Make life easier with smart changes in their living space
- Give them space to do things for themselves
- Listen to them and don't assume they need help solving problems
- Give them the time to find the right words and solutions
- Use technology where you can, whether video calls, immersive games or videos or for setting reminders.
- Allow them to make their own choices, particularly around activities and their social life.
- Encourage them to stay active and healthy.



In a recent survey carried out by Dementia Australia, 91% of people who have a loved one with dementia, indicated that people don't keep in touch with the person living with dementia as much as they used to.

People with dementia are also:

- More than two times more likely not to see friends compared to the general public
- More than three times as likely not to have a friend to confide in compared to the general public
- Almost three times as likely not to have a friend to call on for help compared to the general public

A person with dementia is the same person as they were before their diagnosis, just with different abilities. Treat everyone the same way you would like to be treated.

Thickening Fluids

At OLOC we thicken our fluids to help residents who have difficulty with swallowing.

Dysphagia is the medical term used to describe difficulty swallowing, including problems with swallowing, drinking, chewing, eating or when food or drink goes down the 'wrong way.'

People who live with dysphagia are afflicted to different degrees, have different levels of muscle strength and control and as such, need their fluids thickened differently.

It is vital that we follow the thickness guidance laid out in the resident's care plan because an inappropriately thickened fluid can lead to choking.



How to prepare thickened fluids

When thickening a normal fluid like tea, coffee, juice, water or Ensure with Precise Thick-N Instant:

1. Wash your hands!
2. Assemble the Precise Thickener bottle as per instructions.
3. Pour resident's drink of choice, pump in the appropriate amount of Precise Thick-N Instant outlined in resident's care plan.
4. Stir the mixture thoroughly for 30 seconds.

For milk based cold drinks, allow the drink to stand for 10 minutes then stir before serving.

1 PUMP

Each bottle is supplied with a pump in 2 parts - part A and part B. Do not reuse the pump.

2 PUSH

Push part B into part A firmly, making sure the 'v shape' cut end is at the bottom of the pump.

3 TWIST

Turn the handle of the pump anti-clockwise to release the stem - it will pop up.

4 SHAKE

Shake well before inserting pump. Screw the pump onto the bottle clockwise until tight.

5 PRIME

Prime the pump by pressing it down several times until an unbroken stream flows from the nozzle.

6 DOSAGE

Look for the BLACK LIN indicating the pump has fully returned to the top to ensure an accurate dosage.

Australian Standards for Texture Modified Foods & Fluids

THICKNESS GUIDE

	Cold Drinks		Hot Drinks
	100mL	200mL	75-100mL
Level 150 - Mildly Thick Fluid	1 PUMP	2 PUMPS	1 PUMP
Level 400 - Moderately Thick Fluid	2 PUMPS	4 PUMPS	2 PUMPS
Level 900 - Extremely Thick Fluid	4 PUMPS	8 PUMPS	4 PUMPS

Crockery Fluid Measurements



Normal Glass - 150mL



Tumbler - 220mL



Tea/Coffee Mug - 200mL



Red Mug - 220mL



Jug - 1L



Dessert Bowl - 50mL



Porridge Bowl - 200mL



Pasta Bowl - 180mL

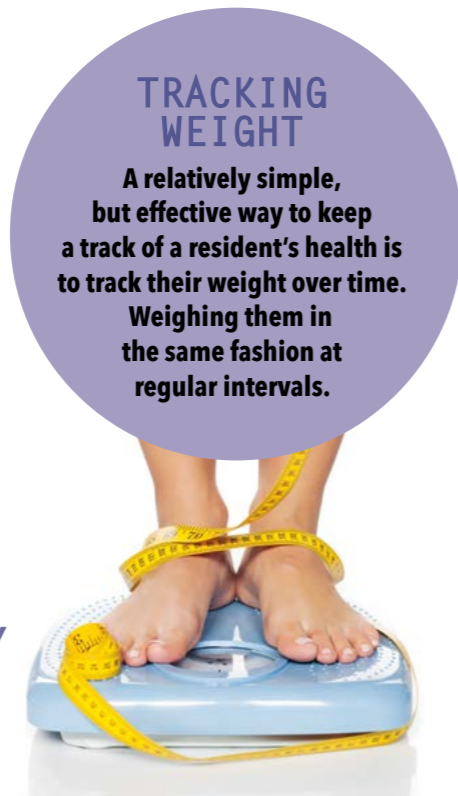


Puree Bowl - 280mL

Unplanned Weight Loss

A person's weight is a key indicator of their health and wellbeing, particularly in aged care. If a person has a consistent nutritious diet, unplanned weight-loss can indicate that there is something more serious going on.

Unplanned weight loss has been linked to poor clinical outcomes, including malnutrition, pressure injuries, hip fractures or even death. Therefore, monitoring for unplanned weight loss is an important quality indicator in aged care.



Here is a brief breakdown of how OLOC monitors weight in Frail Aged Care:

- At OLOC all residents are to be weighed upon admission, and then monthly on the weighing platform set up outside the hall in St Joseph (or weight chairs in other units).
- All non-weightbearing residents are weighed in their wheelchairs or waterchairs.
- Staff weigh their resident in the chair, and then weigh the chair itself. They then subtract the weight of the chair, from the combined chair plus resident weight to arrive at the result.
- Their results are to be documented in MANAD; where, if the documented weight is outside the clinical indicators set they will turn red.
- If a resident's weight is outside of the clinical indicators or they have two consecutive decreases in weight, a follow up is required by the Registered Nurse (RN) and General Practitioner (GP).

AGE RELATED WEIGHT LOSS

> Body composition changes with age. Lean body mass begins to decrease around 30 years of age, with gains in fat mass that continue until 65 to 70 years of age. Total body weight usually peaks at 60 years of age with small decreases of around 0.1 to 0.2kg per year considered normal after 70 years of age

UNPLANNED WEIGHT LOSS IS MORE LIKELY TO HAPPEN TO OLDER PEOPLE WHO:

- > have dementia;
- > find swallowing difficult;
- > have poor dental health;
- > are experiencing chronic disease;
- > are diagnosed with depression;
- > are experiencing pain.

OLOC WORK HEALTH SAFETY COMMITTEE



Work Place Health and Safety Nominations.

Your work health and safety committee is looking for 2 more members.

After receiving a nomination for Jeanette Page to transfer to Hostel Representative, the Work Health and Safety Committee is now looking for nominations to fulfil the role for 2 x Nursing Home Staff Representatives.

If you are interested, please contact Peter Squire on 9832 5406.

EDUCATION CALENDAR

SEPTEMBER 2022

TUESDAY 6TH	WMG Meeting - FAU
TUESDAY 13TH	WMG Meeting - Hostel
WEDNESDAY 14TH	St Joseph Staff Meeting St Helens Staff Meeting
THURSDAY 15TH	Laundry/Maintenance Fire Safety
TUESDAY 20TH	WMG Meeting - FAU Alverna Staff Meeting
WEDNESDAY 21ST	St Francis Staff Meeting Assunta Staff Meeting
THURSDAY 22ND	St Anthony Staff Meeting
TUESDAY 27TH	WMG Meeting - Hostel
WEDNESDAY 28TH	Nursing Home RN Meeting

OCTOBER 2022

TUESDAY 4TH	WMG Meeting - FAU
THURSDAY 11TH	WMG Meeting - Hostel
WEDNESDAY 12TH	St Joseph Staff Meeting St Helens Staff Meeting
TUESDAY 18TH	WMG Meeting - Hostel Alverna Staff Meeting
WEDNESDAY 19TH	St Francis Staff Meeting Assunta Staff Meeting
TUESDAY 25TH	WMG Meeting - Hostel
WEDNESDAY 26TH	Nursing Home RN Meeting
THURSDAY 27TH	St Anthony Staff Meeting

Comfort in Personal Care

When caring for ageing clients, likely one of the biggest concerns is whether or not their dignity and privacy will be respected, especially when personal care is required.

Inviting people; potentially strangers (*you and I*) in to your home and life is bound to make anyone, (*but particularly clients and their carers*) feel a little anxious. Taking this into consideration, it is important that we help clients to continue to feel in control; in control of their lives and in control of the assistance they receive. It helps them to have esteem and can help them to accept some of the things that we have to do for them.

It is vitally important to treat our clients with respect. Encourage your client to take the lead in household routines wherever possible, ask permission before visiting private areas, and defer to their expertise about how they want things presented (*unless you both have built up*

a routine). Always remember to address clients as Mr, Mrs or Ms (*unless you've built a special rapport or they have a stated preference*).

Three issues that affect someone who needs personal care assistance:

- Apprehension of having a new person in their home
- Fear of showing vulnerability
- Desire for privacy.

Thoughtfulness, Gentleness, Respect and Dignity

People who need your help with toileting and hygiene value gentleness, thoughtfulness and respect and appreciate it when they are given the option to care for their own needs (*where possible*).

In an effort to help a client maintain personal dignity when providing intimate personal care, it is important that you are always prepared for the tasks you are about to do.

Preparing the bathroom/bedroom ahead of time, is showing the client that you care about them. You are here to help and care about the client's well-being. If a client needs privacy, but safety is still an issue – the caregiver can get them set-up in the bathroom and do what is called a "stand-by assist".

Ask the client if they are ready or in the case of someone who has dementia tell them what you are doing and while performing any of the personal care services talk with the client and take their mind off the actual tasks. Using humor can also help. Gradually you and your clients will become familiar with each other and get into a routine, so assisting them with personal care is not as awkward for them as it can be at the start of service. Always ask questions of how your client likes things done, let them set the pace and become a partner with them in their care.



It is important that we help client to continue to feel in control.

Caring for clients with dementia or Alzheimer's disease calls for an extra level of patience and kindness. Care staff should remain calm and kind at all times, never showing impatience or irritation.



Planning Personal Care

When planning a client's personal care you will need to know some basic information about your client:

- Check the client's care plan for special instructions. You will need to know what your client is capable of doing.
- Encourage the client to do as much as possible. Don't try to save time by doing personal care that the client is capable of doing. This can result in dependency.

The client should have as much control as possible over when and how personal care is conducted.

REMEMBER

You are in your client's personal space and are a guest in their home. Always treat the client with respect and dignity while assisting them.

Aged Care Employee Day

It takes a special person to work in aged care. While every aged care employee has highly valued practical skills – whether they're a nurse, care worker, driver, chef, cleaner, lifestyle officer or maintenance worker – it's the way aged care employees interact with the elderly in their care that makes them extraordinary.

Aged Care Employee Day is celebrated annually on 7 August. The day provides everyone in the community with the opportunity to celebrate each and every employee involved in providing care to older people. There are currently 365,000 aged care employees across Australia, caring for 1.3 million older Australians.

While Aged Care Employee Day was celebrated last month, we'd like to take this opportunity to thank you for your professionalism, dedication, compassion and the hard work you do every day.

Notice Board

SUPPORT FMM SISTERS' PROJECTS IN INDONESIA AND ETHIOPIA

Please speak to your manager or payroll officer to complete a Fortnightly Payroll Deduction Form to assist the FMM Sisters in providing HIV/AIDS Education in Ethiopia.



CHARTER OF AGED CARE RIGHTS

I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

CHARTER OF AGED CARE RIGHTS 1ST JULY 2019

EMPLOYEE ASSISTANCE PROGRAM (EAP)

ACCESS Programs have been engaged by OLOC to provide an Employee Assistance Program for staff members. They provide confidential, professional and free counselling for work related, family and personal problems. Through access to qualified counsellors, our staff have the opportunity to identify problems and find the best way to resolve them. You can contact ACCESS to make a confidential appointment on: **1800 818 728**.

PUBLIC HOLIDAYS NSW 2022/2023

Labour Day

Monday 3rd October 2022

Boxing Day

Monday 26th December 2022

Christmas Day (in lieu)

Tuesday 27th December 2022

New Year's Day (in lieu)

Monday 2nd January 2023

Australia Day

Thursday 26th January 2023

Good Friday

Friday 7th April 2023

Easter Sunday

Sunday 9th April 2023

Easter Monday

Monday 10th April 2023

Anzac Day

Tuesday 25th April 2023
