

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 1 **FEBRUARY 2023**



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RENOVATION UPDATE

Stage One renovations in St Clare will commence next week, starting 20th February 2023. This area includes the bundy clock near St Anthony to the Education offices and anything in between. There will also be outdoor work continuing near the main entry to the Nursing Home.



OUR LADY OF CONSOLATION CHRISTMAS IN MARCH PARTY

Christmas

GLITZ & GLAMOUR

Thursday 30th March
West HQ Rooty Hill

More information to follow

The Covid Safety requirements for staff attending will be confirmed closer to the date.

All Year Resolution

As we head into the second month of the year, it is no surprise that by now many of us have fallen off our New Year's resolution wagon. It's the same story every year and data shows that most people lose motivation and give up on their New Year's Resolutions by January 19th. Here are some tips to help keep you motivated throughout the year.

New Year's is always a great time for change, but research shows that 80% of people quit their resolutions by February. By reflecting on the struggles from Januarys and goals long before, you can create a routine that will last well into the New Year and beyond.

Make a Plan

Whether it's an exercise or a creative endeavour, it's always worth pursuing. The truth lies in the old saying, if you fail to plan, you plan to fail. It's important to sit down and work out what your goals are. Once you've defined your goal, you'll be able to break it up into more manageable milestones that will stop you from getting overwhelmed. Results do take time but being able to reach realistic and measurable goals along the way will keep you motivated from week to week.

Make Time

Once you have your goals defined, it is important that you set time aside each week to prioritise sessions that will help you achieve them. Having time dedicated to the activity will make it a lot easier to schedule into your life. Make sure to think about any challenges you may face, and organise ways to avoid them as soon as possible so that they don't prevent you from focusing on your goals.

Start Small

Your motivation is at its peak at the start of the year. Making a series of huge changes at the same time can actually be counterproductive. Keeping up with all of these changes into February and beyond can be challenging when motivation begins to fade.

To remain consistent and make long lasting improvement, it's important to start small and change one or two habits at a time. Regardless of whatever changes you make, achieving small wins will perpetuate even greater achievements for the rest of the year.

Make it Fun

Let's be honest, the reasons you struggled with your last exercise routine was more than likely that you just got bored. This year it's time to make your exercise (or any goal) more fun and engaging.

Make achieving your goals a highlight of your week so that you actually start to look forward to working on them. Whether you set aside time each weekend or half an hour each night, having something to look forward to will help you stay motivated and will have you smashing through your goals in no time.



Stretch Away the Day

A day to day routine that has you on your feet for prolonged periods of time? Hello achy knees, feet and back pain. Here's how to get some relief.

Being in one position all day long can build tension in your muscles and joints. Health problems ranging from lower back and leg pain to fatigue and discomfort to cardiovascular problems have all been linked to prolonged standing. Poor posture (titling your head forward, rounding your shoulders or tilting your pelvis forward) can also put extra pressure on the back muscles, causing chronic lower back pain and musculoskeletal issues. While it sounds odd that more movement is the key to recovery, stretching can help.

Below are three stretches which can help alleviate tension caused by standing. Hold each stretch for 20 to 30 seconds and repeat three times on each side a few times throughout the day to reap the full benefits.

Standing Quad Stretch

This stretch keeps the quadricep muscles loose and flexible.

How to do it: Use a wall for balance. Kick your foot towards your bottom and grab on to the top of your ankle or foot. If you can't reach your ankle, you can hold onto your pants. Pull your ankle or foot towards your bottom and push your hip forward until you feel a stretch along the front of your thigh. Hold and repeat on the other leg.



Standing Lunging Calf Stretch

This stretch promotes flexibility and circulation in the calf muscles.

How to do it: Stand a step away from the wall. Place both palms flat against the wall, step a foot back and bend your front knee. Keep your toes pointing forward and your back heel on the ground until you feel a stretch through your calf. Hold, then switch sides.

Seated Lumbar Flexion Stretch

This stretch helps increase your lower back flexibility while promoting circulation and blood flow.

How to do it: Sit up tall in a chair with your shoulders rolled back and feet place flat on the floor. Bend over your thighs allowing your hands to slide down your legs and as close to your feet as your flexibility allows. Lengthen your spine, keeping your chin tucked under.



Celebrating the Diversity of our Staff

We'll be getting to know you in each edition of the OLOC Staff News. It would be great if you would keep the conversation going and get to know one another a little better.

THE QUESTIONS

1. How would your friends describe you?
2. What are your hobbies?
3. How do you unwind after a long week?
4. What was the last movie you watched?
5. What is your favourite family tradition?
6. What's on your bucket list?

Edith
Laundry



1. Friendly, outgoing, caring and a good worker.
2. I like to cook different cuisines, obviously Filipino are my favourite.
3. Go out and watch my husband play in his band. He's a musician, a singer and guitarist.
4. Crazy Rich Asians, it was great!
5. We always pray together every day, and before our meals.
6. To help my family and grandchildren.

Jhinku
Bus Driver



1. I will leave that for my friends to answer. I am very well disciplined with my mission statement which is "Passion for Christ and Compassion for People" and I abide with it.
2. Quiet moments with my daily devotions. Playing keyboard, listening to music, singing, horse riding, dancing, fishing, swimming, preaching and zip lining.
3. I love 3 things in life; God, food and people. I unwind with church, spend time with family and friends. I love eating! Where there is food, I am there!
4. I watched a Bollywood movie called Pathan. It was a blockbuster movie and I enjoyed it thoroughly.
5. Christmas! Christ is born in my heart. It's a time to share Christ's love with family and friends, understanding the real meaning and reason for the season.
6. A trip to my ancestral land which is India. I want to learn about my roots, do some charity work with the less fortunate and destitute. I am working hard for it!

Lay
Hotel Services



1. A funny, happy person who mucks around a lot of the time. I like to scare my wife!
2. I like watching Formula One. Doesn't matter what time of the day, I'll even wake up early for it. I also like to drive fast cars!
3. Enjoy my end of the week drink, clean the house and help my wife.
4. It was a Portuguese film, it was really beautiful.
5. I have dinner with my kids and grandkids once a month.
6. Drive fast cars!

Glazel
St Anthony CSE



1. Caring, thoughtful and always willing to help.
2. Watching Netflix, spending quality time with loved ones, planning future vacations, pampering myself and definitely shopping!
3. After a long week I would usually spend time with special people, visiting interesting places and indulging in good food.
4. Purple Hearts. It was a good movie depicting a love story between two totally different people. Just a nice romantic feel good movie.
5. Celebrating birthdays, Christmas and New Year where my family comes together, enjoying each other's company.
6. Travelling to Paris and achieving professional growth.

Reva
St Josephs CSE



1. Bold! True to my word, happy, patient and adventurous.
2. Painting, skydiving, cycling and cooking. Cooking is my passion.
3. I would go to the beach to relax, enjoy the water with my kids and husband.
4. I watch Hollywood movies with my son every weekend, the last one was Iron Man, it was good!
5. I love Diwali and the colour festival Holi. I also do a huge Christmas for my children so they can enjoy it.
6. I want to be a model! And to study to be an RN.

FUTURE EDITIONS

If you'd like to nominate somebody to be in the magazine, talk to your manager or coordinator.

God's Encompassing Love

*"O God, you have searched me and you know me,
you know when I sit and when I stand;
you discern my thoughts from afar.
You mark when I walk or lie down,
with all my ways you are acquainted,"*
Psalm 139:1-3

Above is just the beginning of a beautiful Psalm which informs us of God's total love for each of us. He does not discriminate. No matter how many times I read this Psalm I never cease to wonder at the feeling of total acceptance of His love, and would suggest that you take time to read it and let the words linger in your prayer. Even or specially, at those times when we fail to love and accept ourselves.

This Psalm lays out the way we too are asked to live out our lives. An acceptance of one another, a respect for one another and a love that knows no bounds. Yes we are human and there will be times when we fail in this endeavour, but we can start again and learn each time. God does not set a time limit on either our failures or even our forgetfulness. The choice is ours for the greatest gift of God to us is our free will.

To pray this Psalm for the coming month takes us into the season of Lent when we commemorate the ultimate gift of God, the sacrifice of his son for us, which begins at the end of February, an ongoing manifestation of the love of God for each one of us.



- Sr Janice



Soft and Easy to Chew Foods.

A soft diet and an easy to chew diet might look the same on the surface, and even function similarly in practice. The truth is that each diet is there to counter a particular disorder, or medical condition and they have different guidance as a consequence.

A Soft Diet

Is a specific texture-modified diet, often prescribed to people with dysphagia (swallowing difficulty) by speech pathologists.

An easy to chew diet

Is a diet that avoids foods that are hard or crunchy, your client might be on an easy to chew diet if they have poorly fitting dentures or missing teeth.

About Soft and Bite-Sized Diets

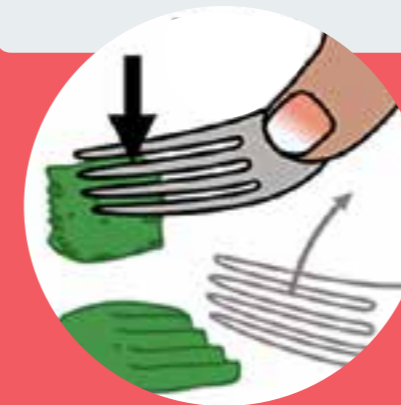
Being on a soft and bite sized diet makes it easier for clients to eat and drink, increases the amount of food they are eating, and importantly minimises the risk of food entering the airway (something which can cause complications like choking or chest infections).

Preparing Soft and bite-sized foods

These foods may be naturally softer, or cooked, or cut up to alter the texture. These are foods that do not need to be 'bitten-off' but do need to be chewed. These foods should be easily broken up with a fork and pieces should not exceed the size of 1.5cm x 1.5cm. It should be moist or served with a sauce or gravy to increase moisture content. You do not need a knife to cut food like this.

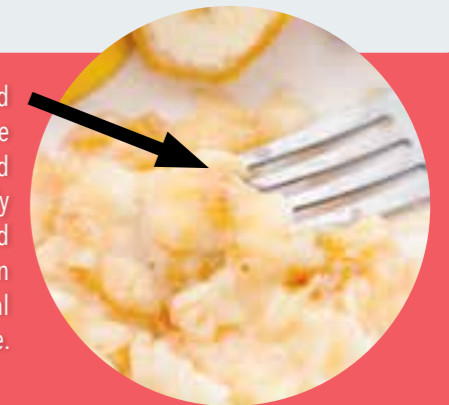
How Can I test if Food is soft and Bite-Sized?

To make sure food is soft and bite sized, push on the end of the fork using your thumb until your thumbnail turns white. Lift off the fork. The food should be completely mashed and not regain its original shape.



Thumbnail blanches white.

When pressed down, the food should be completely mashed and not regain its original shape.



Staff Policy and Procedure Updates – January 2023:

Procedures:

The following Procedure documents were reviewed and changes endorsed by the Clinical Governance Team with the revised and updated versions distributed into the hard copy Procedure Manuals in all areas and where relevant under Assessment Forms in Manad:

Procedure 3.24.1 Falls Management

This procedure was amended to more explicitly highlight the requirement for post fall pain to be assessed by a Registered Nurse, and recording the result in the Pain Monitoring Chart in Manad for all shifts for 3 days/72 hours if indicated. The attached Falls Management Flow Chart has also been amended to reflect this.

Further, the related Neuro Observation Protocol (Post fall) Flow Chart has been amended to provide for a competent CSE in the Hostel for Night Shift only to conduct Neuro Observations, with an explicit provision for the Registered Nurse to review the resident in person if the resident is deteriorating in these circumstances.

There are also amendments to the Falls Management Procedure wording to guide staff where a resident refuses ambulance transfer, where attending paramedics refuse take the resident to hospital, and so that processes across both the Nursing Home and the Hostel are aligned. The list of Procedure Attachments has also been updated.

Procedure 3.59. Neuro observations

We have separated the exiting procedure so there are now 2 separate procedures - labelled as 3.59 and 3.59.1.

3.59 covers 'Post Falls' and 3.59.1 all other 'General' circumstances where we conduct Neuro observations.

We have developed/updated separate Flow Charts for both Procedures.

Procedure 3.36.4 Measuring Weight

This Procedure has been amended with the weight range to trigger the review defined as a 2kg increase/decrease, and the Flow Chart amended to align with the Procedure as required.

Procedure 3.92 Wound care

This procedure has been amended to more explicitly require a pain monitoring chart in Manad for all shifts for 72 hours/3 days for any new wound if indicated (including skin tears, bruising or any chronic /deteriorated wound causing pain) by a Registered Nurse (similar to the amendment at 3.34.1). The Residential Wound Escalation Protocol was also amended to align with the Wound Care Procedure and a redundant attachment (referring to Hartmann's products) removed.

Procedure 3.40.1 INR Reporting / Recording

This procedure has been amended so that the Registered Nurse uploads INR result report weekly on Manad desktop under the folder name 'INR Report' with separate folders provided for each unit.

Procedure 3.71 Restrictive Practices (Chemical Restraint, Environmental Restraint, Mechanical Restraint, Physical Restraint, Seclusion)

Procedure 3.71 Attachment 1 Bed Rails -Low Beds Table

Procedure 3.71 Attachment 2 Bed Rail-Low Bed Consent Form

The above procedures and attachments have been amended to explicitly include provision for low beds as a possible restrictive practice, and to more explicitly define the use of 2 bed rails where the resident is unable to provide consent due to cognitive deficit but requested by Family Representatives for therapeutic/ non-behavioural purposes as a restrictive practice.

Policies

The following policy documents were also updated to reflect necessary internal and external changes as follows:

- 2.3D to include updated arrangements for Support RNs reviewing daily handovers
- 7.3D regarding the introduction of the Code of Conduct
- 8.3E to align with changes to the restrictive practices procedures as noted above.

There were other changes to the policy documents relevant to the extension of the Serious Incident Response Scheme to Home Care from 1 December 2022, specifically 1.3D, 3.3B and 8.3D.

Updated versions of these policies have been distributed into the hard copy Policy Manuals in all areas.

EDUCATION CALENDAR

MARCH 2023

WEDNESDAY 1ST	Nursing Home Block Training
TUESDAY 7TH	Wound Management Meeting
WEDNESDAY 8TH	Gary Bain - Wound Management St Josephs Staff Meeting St Helens Staff Meeting
WEDNESDAY 15TH	St Francis Staff Meeting Assunta Staff Meeting
TUESDAY 21ST	Wound Management Meeting Alverna Staff Meeting
WEDNESDAY 22ND	St Anthony Staff Meeting Hostel Block Training
THURSDAY 23RD	Nursing Home RN Meeting
MONDAY 27TH	Day 1 Orientation
TUESDAY 28TH	Day 2 Orientation

APRIL 2023

MONDAY 3RD	Nursing Home Block Training
TUESDAY 4TH	Wound Management Meeting
WEDNESDAY 12TH	St Joseph Staff Meeting St Helens Staff Meeting
TUESDAY 18TH	Wound Management Meeting Alverna Staff Meeting
WEDNESDAY 19TH	St Francis Staff Meeting Assunta Staff Meeting
WEDNESDAY 26TH	St Anthony Staff Meeting
THURSDAY 27TH	Nursing Home RN Meeting
FRIDAY 28TH	Hostel Block Training

Thickening Fluids

Dysphagia is the medical term used to describe having a difficulty or inability to swallow safely or efficiently. Common in babies and elderly, dysphagia can affect people of all ages and can be caused by many conditions including Parkinson's, Alzheimer's and even strokes.

Thickened fluids are recommended for people who have difficulties swallowing and keeping food or liquid from entering their airway. Thin fluids such as regular water, pose the greatest risk of aspiration or choking to people with dysphagia. In order to prevent choking, additives like thickening fluids adjust the consistency of fluids by increasing their thickness and allowing them to move more slowly thereby making them easier to control in the mouth and throat.

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

It is vital the we follow the thickness guidance laid out in the resident's care plan.



For Basic Liquids[^]



Place required amount of RESOURCE[®] THICKENUP[®] Clear powder into a clean, dry glass or jug.



Pour prepared liquid over powder.



Stir for 20-30 seconds until the powder has completely dissolved.



Leave to stand for 1 minute before serving.

Water, Juice, Cordial, Tea, Coffee [^]	IDDSI Framework			
	Level 1 Slightly Thick	Level 2 Mildly Thick	Level 3 Moderately Thick	Level 4 Extremely Thick
200mL Liquid (Blue Scoop)	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	6 Blue Scoops [†]
200mL Liquid (Nested Scoops)	-	1 Pink Scoop	1 Yellow Scoop	1 Green Scoop [†]
Water, Juice, Cordial [^]				
1 Litre Liquid (Blue Scoop)	5 Blue Scoops	10 Blue Scoops	20 Blue Scoops	30 Blue Scoops [†]
1 Litre Liquid (Bulk Scoop)	-	1 Bulk Scoop	2 Bulk Scoops	3 Bulk Scoops [†]

[^]Refer to a healthcare professional when mixing protein or citric acid containing liquids (e.g. milk, oral nutritional supplements, juice, carbonated and alcoholic beverages). These liquids behave uniquely when mixed with RESOURCE[®] THICKENUP[®] Clear.

[†]Level 4 Extremely Thick liquids are evaluated as IDDSI compliant based on Spoon Tilt Test.

For Milk



Place required amount of RESOURCE[®] THICKENUP[®] Clear powder into a clean, dry glass or jug.



Add just enough milk to cover powder (~50mL).



Stir for 20-30 seconds or until mixture starts to thicken.



Pour remaining milk into glass. Wait 15 minutes then stir and serve immediately.

	IDDSI Framework			
	Level 1 Slightly Thick	Level 2 Mildly Thick	Level 3 Moderately Thick	Level 4 Extremely Thick
200mL Light Milk [‡]	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	8 Blue Scoops [†]
1 Litre Light Milk [‡]	5 Blue Scoops	10 Blue Scoops	20 Blue Scoops	24 Blue Scoops [†]
200mL Full Cream Milk [§]	1 Blue Scoop	2 Blue Scoops	4 Blue Scoops	8 Blue Scoops [†]
1 Litre Full Cream Milk [§]	4 Blue Scoops	11 Blue Scoops	20 Blue Scoops	25 Blue Scoops [†]

Please note: The protein and fat content of milk will vary greatly. Discretion from a healthcare professional must be used when thickening milk to ensure it reaches the correct consistency.

[‡]Recipe based on light milk (fat content 1.0g per 100mL).

[§]Recipe based on full cream milk (fat content 3.4g per 100mL).

[†]Level 4 Extremely Thick liquids are evaluated as IDDSI compliant based on Spoon Tilt Test.



You can find more information on the mixing guides and ThickenUp from the guide located in somewhere

Understanding Swallowing

Swallowing dysfunction along any point from your mouth to your throat (phases 1 to 3) can result in food and liquids entering the 'wrong tube' and into your airway.

Phase 1: oral preparation in the mouth

Food is chewed, moistened with saliva and pressed to form a bolus. The tongue and cheek muscles move the bolus to the back of the mouth.

Phase 2: early transit through the throat

The food bolus passes the pharynx and enters the oesophagus while the epiglottis closes the larynx.

Phase 3: late transit through the esophagus

The food bolus passes the oesophagus to enter the stomach.

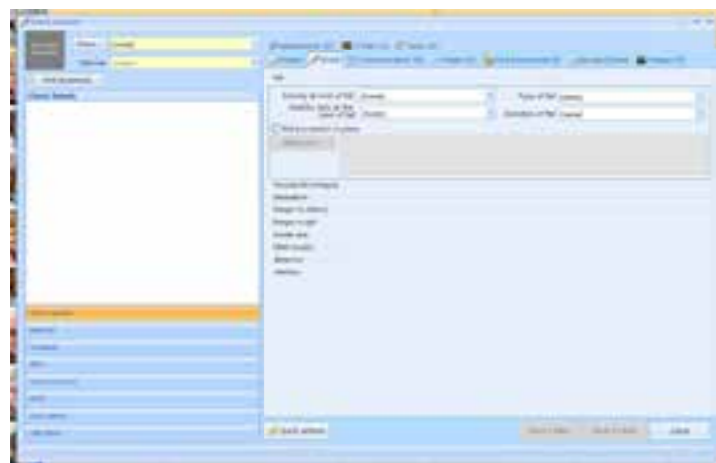


Falls - Client Incident Reporting

From July 2021 all RACFs have to submit information regarding resident falls and major injury to the National Aged Care Mandatory Quality Indicator Program.

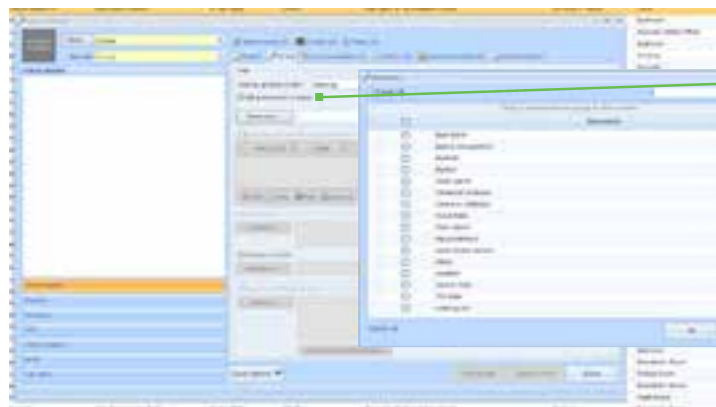
To assist in the collection of data and the provision of appropriate follow up the GYM& QA Teams have developed a template for the information that MUST be reported in a CLIENT INCIDENT following a resident falls.

All falls must be properly investigated prior to completing the Client Incident. It is the responsibility of the RN completing the Client Incident to ensure that all information entered is concise and accurate.



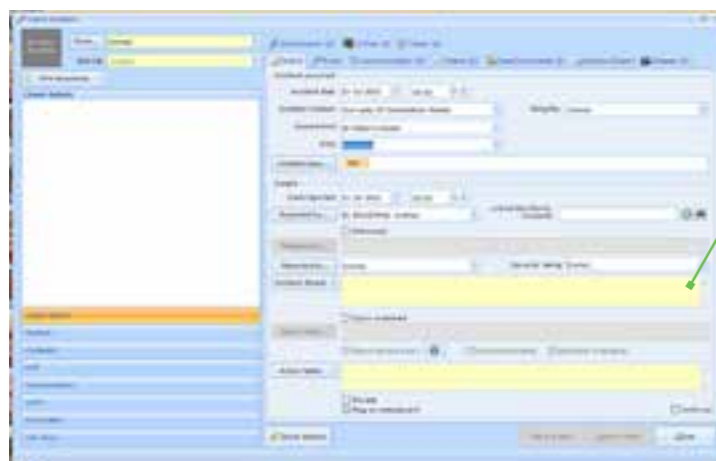
In the Event Tab:

- Select the:
- Activity at time of fall
- Type of fall
- Mobility aids at the time of fall
- Direction of fall



Fall prevention in place

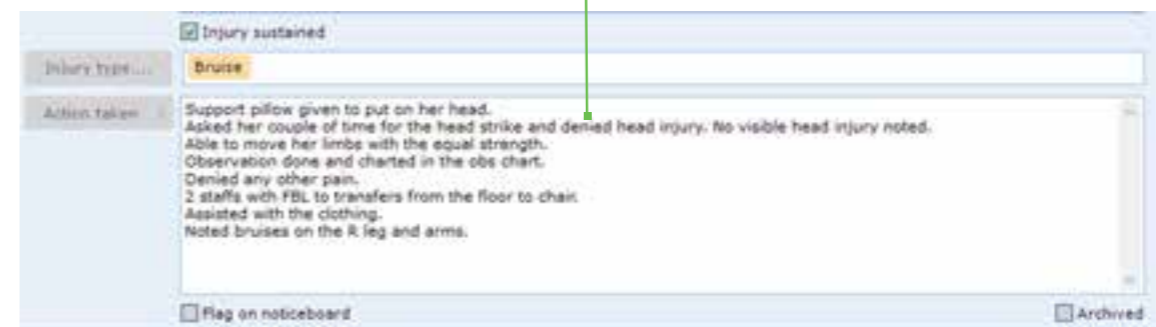
- Tick 'Fall Prevention in place'
- Select the measures that were place at the time of the fall (note: there may be more than one)



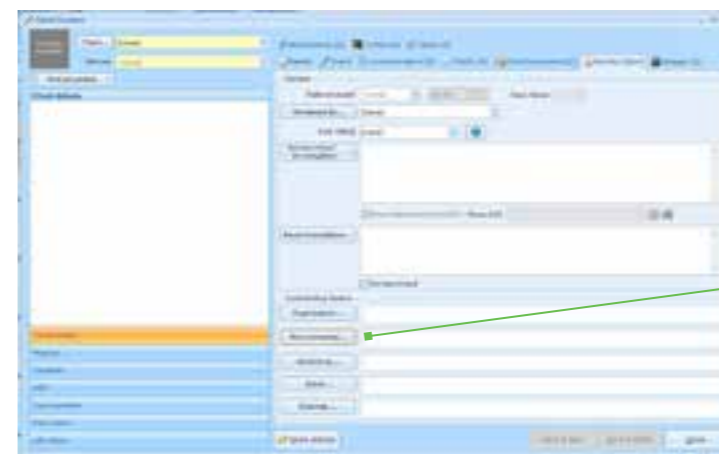
The following information **must** appear in the **Incident Details** on the Manad Client Incident.

1. Where did the fall happen? (eg: bathroom, activity room etc.)
2. Was the fall witnessed? (eg: staff member, visitor, another residents)
3. How did the fall happen? (eg: ask the resident or witness)
4. What position was the resident found in? (eg: sitting on their bottom, lying on their side etc)
5. What was the resident doing before the fall? (eg: walking to the bathroom)

The **Action taken** should briefly detail what was done for the resident after the fall (eg: transfer, observationswound dressing etc.) and must include if they were transferred to hospital.



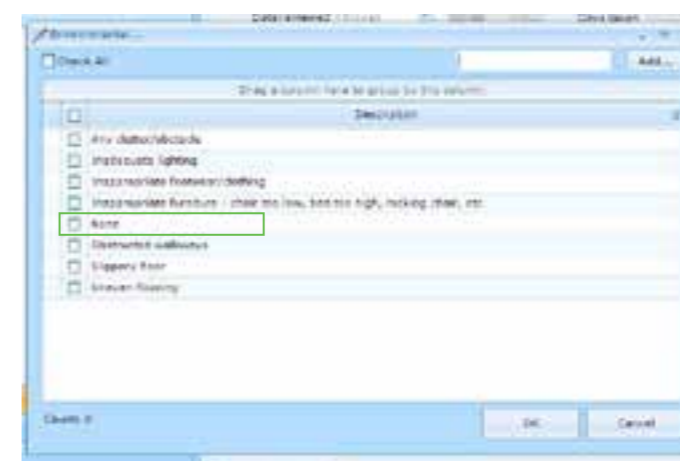
Example of a correct Action taken



In the Review Tab:

- Click on 'Environmental'
- Select any contributing environmental factors. If there are none, select 'None.'

Note: This must be completed for every falls incident.



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

Good Friday

Friday 7th April 2023

Easter Sunday

Sunday 9th April 2023

Easter Monday

Monday 10th April 2023

Anzac Day

Tuesday 25th April 2023

King's Birthday

Monday 12th June 2023

Labour Day

Monday 2nd October 2023

Christmas Day

Monday 25th December 2023

Boxing Day

Tuesday 26th December 2023

New Years Day

Monday 1st January 2024
