

Director of Nursing Report

I have now been interim Director of Nursing at Jallarah for almost a month. Thank you for making me feel so welcome. Jallarah continues to recruit to find the right person for this position long term. My door is always open and I would love to hear from you if you have any issues you would like to discuss with me. Clinical nurse Komal or the Registered nurses are also available if you have anything health related you would like to talk about.

I find myself still wearing jumpers and cardigans to work, it's still so cold. According to the experts, we are in the 3rd La Nina weather pattern. Basically this means we will likely have a wet summer and it will probably last until April or May. This is compounded this year in particular, by unusual winds from the Indian Ocean blowing across Western Australia to the South East of the country. Personally I am hoping we will see some sunny days which I think we will but it will be much like last summer which was a much milder summer with rain. Some people may be happy about that, likely no 40 degree days!

With warmer weather approaching it is very important to increase your fluid intake. Keeping hydrated is good for your skin and overall wellbeing. It helps ward off infections too. I suggest you try to drink 6-8 full glasses of water or cordial a day.

Remembrance Day

Like many other countries where it is observed, Australia's Remembrance Day is on November 11. The holiday is dedicated to Australian soldiers who lost their lives in World War I and onwards. As an act of solidarity, citizens observe a minute of silence to pay their respects to the deceased, who died fighting while protecting the nation. Initially known as Armistice Day, the Australian Government adopted the United Kingdom's proposal of renaming the day to Remembrance Day. Remembrance Day was observed for the first time in 1919 by the British Commonwealth. The day was originally named Armistice Day in commemoration of the armistice agreement signed by Germany on Monday, November 11, 1918 — the 11th hour of the 11th day of the 11th month.

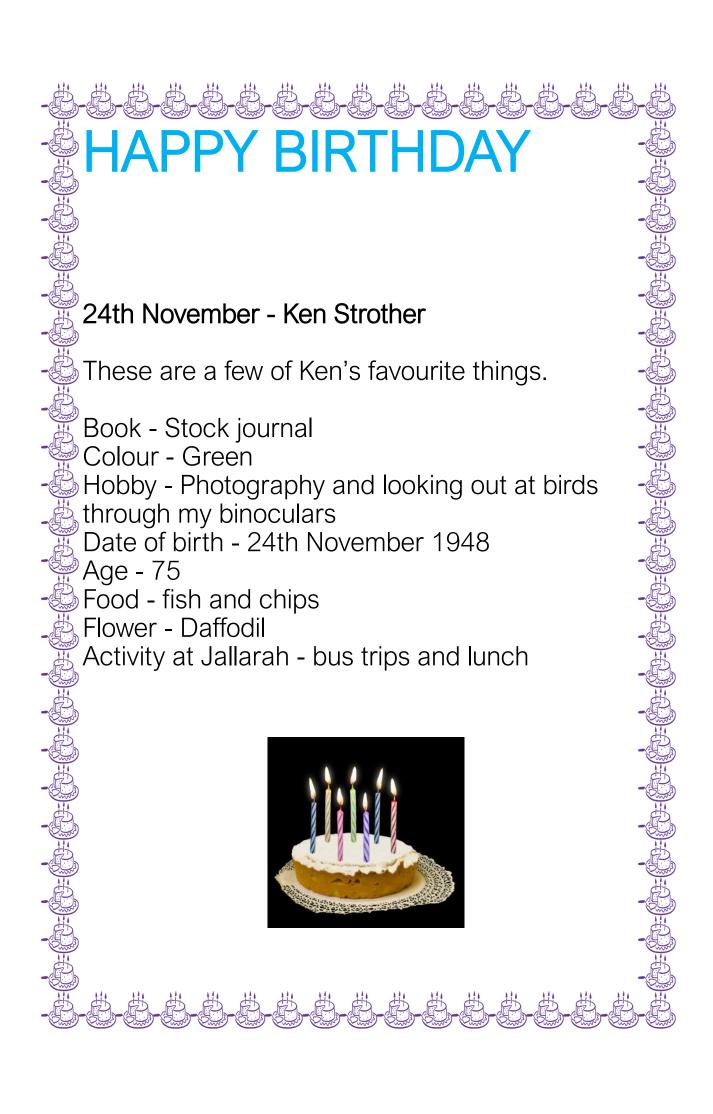
Compliments and Complaints

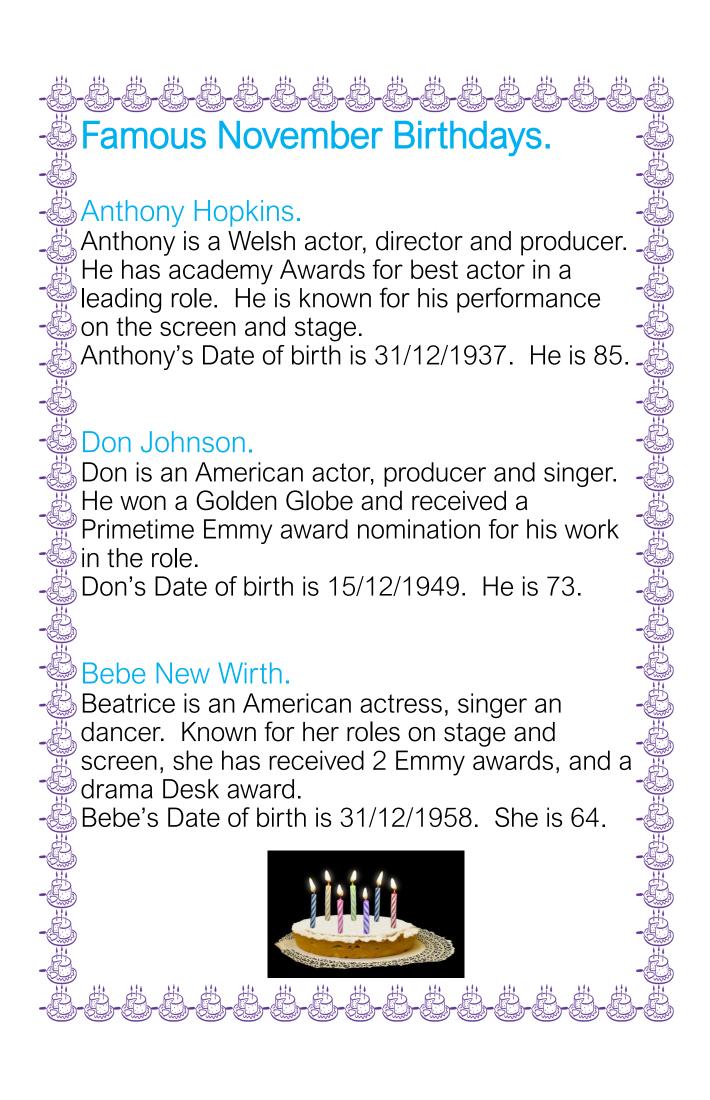
It is important to us to get things right for you. If something isn't right please let us know by completing a complaints form, staff can assist you with this. The forms are in holders scattered around the home. We don't see this as a complaint, we see it as a way to improve delivery of our service and we will always come to see you and discuss how we can improve. The forms also have a provision for compliments so you can also tell us what we are doing well. Both compliments and complaints are documented in a monthly register and reported to the board each month.

Lifestyle/Activity Survey

In line with the Aged care quality standards, so that Jallarah can continue to keep improving and involve the residents in choice, Jallarah will be providing residents with a lifestyle/ Activity survey in the next few weeks. Volunteer Lesley Bubner will be assisting us and you with completing the survey. Once they are all completed we will collate all the answers and notify you of the results at a resident meeting to follow this and some discussion.

Carol Vlachos Acting Director of Nursing







MELBOURNE CUP

Malbourne Cup is held on the 1st 🗽 Tuesday in November.



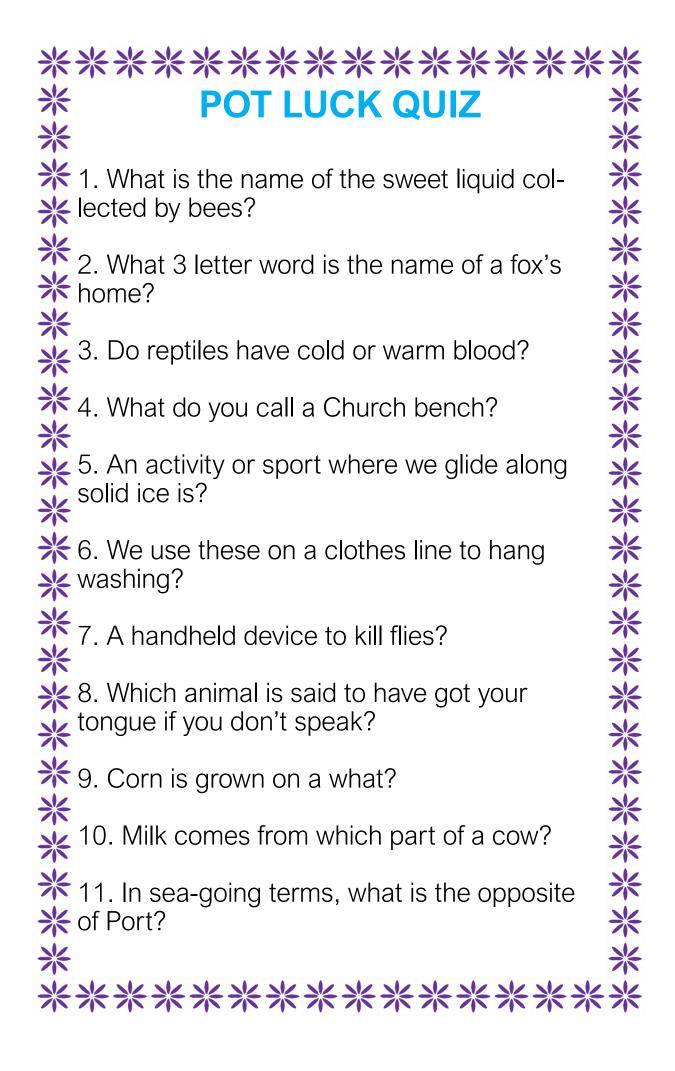
The Melbourne Cup is one of the world's most challenging horse races. The race is 🗽 run over 3200 metres and is a handicapped race. This means, theoretically, that the Better the horse is the more weight it has to arry.

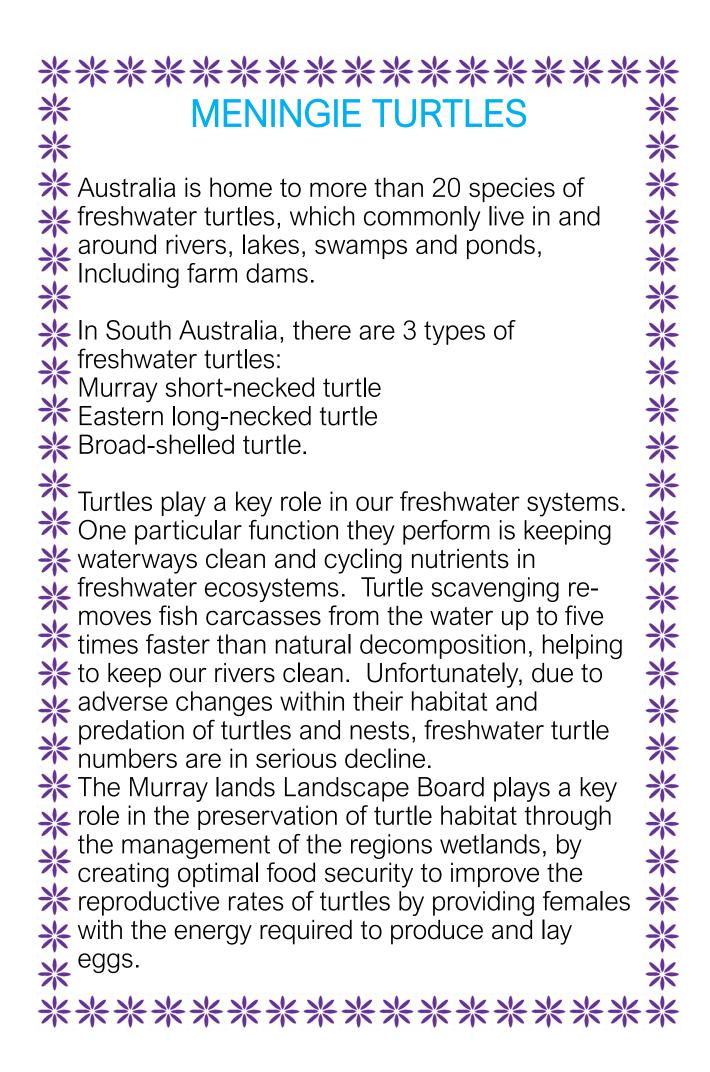
The Cox Plate is considered the race most likely to provide an insight into a horse's form and likely Melbourne Cup performance, but 🗽 even this is unreliable.

PHARLAP

Mar Lap was a large horse, he was 17 hands high, with powerful leg muscles and a strong heart, which after his death was discovered to be one of the largest ever found 🦄 in a racehorse. Although he 🗽 was known as a stayer, a horse that performed well in races over a long

🦄 distance, he was equally a Successful at sprint races.





********** 米 ************* MENINGIE TURTLES CONT.

* What can we do?

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* November is Turtle month. It is the peak nesting time for many turtle species.
Record any turtle sightings and nesting locations.

If you find a turtle on the road, move them to a * nearby safe place in the direction they were * travelling.

Leave snags in the water. Snags provide habitat and shelter for the turtles, which is important for * broad-shelled turtles.





- ****** ************** ** Pot Luck Quiz Answers. 米 ※1) nectar. 2) Den. 3) cold. 4) pew. **3** 5) skating. 6) pegs. 7) fly swat. 8) cat. 9) cob. 10) udder. 11) starboard.
- ** ** **
- * Thought for the month.
- 米 When you are looking for a friend don't look for perfection, just look for * friendship. 米米米米米米米米米米米





************* Lifestyle report cont.

*** We had a lovely BBQ lunch, the amazing Lions Club came to cook for us and the did a great job. The residents liked the lunch, it's a change * from the usual meals.

* We have the usual activities, which the



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FEEDBACK

Jallarah Homes Inc recognizes the need for an easy to manage, timely feedback mechanism for residents and their representatives. The Information and feedback gathered assists us to respond appropriately and improve the quality of service.

Please use the complaints mechanism to inform us about any issues including cultural safety and discrimination. All complaints will be dealt with sensitively and with respect to privacy issues.

Complainants will be informed of any action taken and the practice of open disclosure will be supported by staff and management.

If you have a complaint you may use any of the avenues below:

- Ask an advocate to act on your behalf
- Discuss the complaint with a staff member
- Complete a feedback form. Staff can help with this.
- Ask to see the EO/DON

If unsatisfied please Write to the Board of Management c/o Jallarah Homes Inc.

If you are not satisfied with any internal action you may approach the Aged Care Complaints Commissioner on 1800550552. Brochures with the details can be found in the foyer.

FIRE PLAN

** RESIDENTS & FAMILY MEMBERS**

There is a copy of the Fire Plan on the back of every Residents bedroom door that gives you directions in case of a Fire, Evacuation or Emergency

Please at all times follow the directions given by staff