



## CLIFTON COMMUNITY HEALTH SERVICES

# Newsletter

April 2019

### Chairman – Chris Bazley



Dear readers,

I hope you had a great Easter break with family and friends and enjoyed the great Autumn weather.

Fabulous weather for holidays but not so good for farmers as we look for rain to plant wheat and barley crops and to keep all the oats growing that has been planted.

Anzac Day acknowledges the sacrifice of so many service men and women who in one way or another have been a significant part of the Clifton Community Health Service and what it stands for.

The CCHS board acknowledges the value of rain water so we are installing another large tank into our storage system as a lot of the equipment our staff use especially in the laundry works better and lasts a lot longer with rain water. You can't beat a cup of tea

on rain water either! Using less of the Clifton water supply will help as well.

As I write I am sitting in the CCHS Medical Practice and it's great to see it so busy with lots of people coming in for their flu jabs.

I've now moved over to the office where Louise and Linda keep our administration under control and keep us on track with our reporting requirements. Brad is also busy as usual with incoming residents to look after as well as keeping up with all the governance needs of the board. Lots of volunteers are chatting to residents and best of all lots of laughing. The late breakfast for some residents really smelt nice. A few staff asked me which room I would like!

All the best until the next newsletter which I enjoy reading and seeing Jade's artistic skills in action.

Chris.

### Inside this issue:

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### Complaints/Compliments and Feedback via the resident representative-Anne K



I attended the cent sale and was impressed by all the prizes and the amount of people who attended. Jade had also brought her trike in and took me for a ride and I am looking forward to it being an option in our activity program. Feedback from some new residents think living here is fantastic. Also

like to ad what a wonderful job Max and Margaret have done in keeping the garden lovely. Remember my door is always open to speak with residents about any issues or concerns.

## General Manager-Brad Jones



As we march into May we can reflect on the recent Anzac day and Easter celebrations.

I was privileged to again emcee the Clifton RSL

Branch Dawn service and it is gratifying to see the increasing numbers of community members who turn up each year to remember.

We also continue to receive strong support from our local congregations for both special celebrations like Easter and day to day pastoral care.

Only two months to go before the implementation of the new Aged Care Quality Standards and substantial work continues to ensure that we can demonstrate compliance. For information I have included a summary of the new standards in this issue. Members of the team attended a very informative session in Brisbane held by the Aged Care Quality and Safety Commission and we have also engaged the services of an industry consultant to assist the process.

The Royal Commission into Aged Care Quality and Safety continues with Regional Hearings commencing.

The Federal Election campaign is underway and we are yet to see any substantial promise of increased funding to ensure a better resourced aged care system for all Australians.

Flu season is coming and I encourage you all to contact the Clifton Medical Practice to book in for your vaccination.

In late May we will be hosting the Virtual Dementia Tour and hope to have at least 40 staff, volunteers and community members go

through the experience. Additionally we have 11 team members attending a Dementia Training Symposium during May.

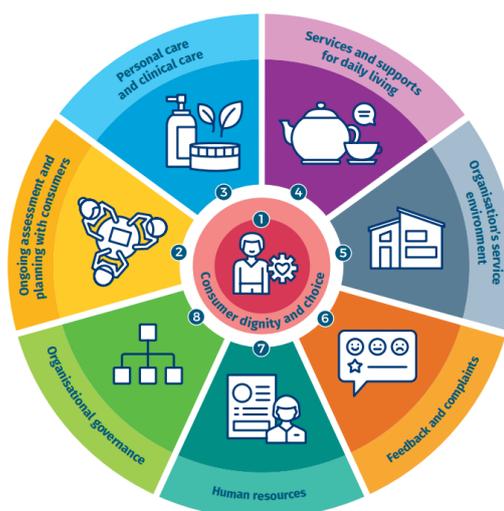
We were successful with the Nirvana Hostel Component of our 2018 Aged Care Approval Round Submission which will provide \$210,000 towards further upgrades within Nirvana Hostel.

Please "Like" our Clifton Community Health Services Facebook Page, we have gone past 590 likes for the page

Remember, a community working together with a common purpose can achieve anything.

"Together we will continue to make a difference"

Regards Brad



Find us on:  
**facebook®**



## New Government standards

The new Aged Care Quality Standards – what do they mean?

In early September, Federal Parliament passed legislation to enact the new Aged Care Quality Standards, which come into effect from 1 July 2019.

The update to the aged care standards is the first of its kind in 20 years, and is critical to ensure all providers meet the needs of aged care consumers now and into the future.

### What the new standards look like

The new standards reflect the changing nature of the aged care industry and the increasing role individuals will play in directing their aged care, whether in a residential facility or in their own home.

The new standards ensure consistency across all types of aged care services: residential care, in-home care, transitional care and flexible Indigenous aged care standards. They are made up of eight individual standards:

- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisation's service environment
- Feedback and complaints
- Human resources
- Organisational governance.

### How will things change?

The new standards allow for flexibility in how the outcomes are delivered and met, encouraging true person-centred care. This approach is great for our ageing population, but will require significant changes for

providers and the workforce. Traditional methods and practices which have worked in the past and have been acceptable under the old standards may no longer be appropriate or effective.

One major change is the increase in visits to facilities from the Australian Aged Care Quality Agency (AACQA). All government-supported providers are now subject to increased unannounced visits and audits by AACQA Assessors, to ensure providers are complying with Accreditation Standards at all times. This will mean residents and families may be asked more frequently to be involved in interviews with Assessors as part of the audits.

The increased scrutiny on the industry and the changes to standards are designed to improve the lives of those who receive aged care services. Ultimately, the changes are about improving the wellbeing of aged care residents and clients, and ensuring they are made the priority by providers — something Clifton community Health Services wholeheartedly supports.

### How is Clifton Community Health Services responding?

Clifton Community Health Services already employs a philosophy of person-centred care across our facilities and services and this will be reviewed in line with the new Standards.

We encourage transparent and honest dialogue between our residents, clients, their families and our staff and management. We undertake regular meetings and surveys and we welcome feedback at any time.





# Aged Care Quality Standards

1800 951 822  
agedcarequality.gov.au

Standard 1 | Standard 2 | Standard 3 | Standard 4 | Standard 5 | Standard 6 | Standard 7 | Standard 8

## Standard 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

2. The organisation:
  - a) has a culture of inclusion and respect for consumers; and
  - b) supports consumers to exercise choice and independence; and
  - c) respects consumers' privacy.

### Requirements

3. The organisation demonstrates the following:
  - a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
  - b) Care and services are culturally safe.
  - c) Each consumer is supported to exercise choice and independence, including to:
    - i) make decisions about their own care and the way care and services are delivered; and
    - ii) make decisions about when family, friends, carers or others should be involved in their care; and
    - iii) communicate their decisions; and
    - iv) make connections with others and maintain relationships of choice, including intimate relationships.
  - d) Each consumer is supported to take risks to enable them to live the best life they can.
  - e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
  - (f) Each consumer's privacy is respected and personal information kept confidential.

## Standard 2 Ongoing assessment and planning with consumers

### Consumer outcome:

1. I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

2. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

### Requirements

3. The organisation demonstrates the following:
  - a) Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.
  - b) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.
  - c) Assessment and planning:
    - i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
    - ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.
  - d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.
  - e) Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



# Aged Care Quality Standards

1800 951 822  
agedcarequality.gov.au

Standard 1 | Standard 2 | **Standard 3** | **Standard 4** | Standard 5 | Standard 6 | Standard 7 | Standard 8

## Standard 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

2. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

### Requirements

3. The organisation demonstrates the following:
- Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
    - is best practice; and
    - tailored to their needs; and
    - optimises their health and well-being.
  - Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
  - The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
  - Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
  - Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
  - Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
  - Minimisation of infection-related risks through implementing:
    - standard and transmission-based precautions to prevent and control infection; and
    - practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

## Standard 4 Services and supports for daily living\*

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

2. The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

### Requirements

3. The organisation demonstrates the following:
- Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
  - Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.
  - Services and supports for daily living assist each consumer to:
    - participate in their community within and outside the organisation's service environment; and
    - have social and personal relationships; and
    - do the things of interest to them.
  - Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
  - Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
  - Where meals are provided, they are varied and of suitable quality and quantity.
  - Where equipment is provided, it is safe, suitable, clean and well maintained.

\* **Services and supports for daily living** include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.

# Aged Care Quality Standards

1800 951 822  
agedcarequality.gov.au

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## Standard 5 Organisation's service environment\*

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation's service environment.

### Organisation statement:

2. The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

### Requirements

3. The organisation demonstrates the following:
  - a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
  - b) The service environment:
    - i) is safe, clean, well maintained and comfortable; and
    - ii) enables consumers to move freely, both indoors and outdoors.
  - c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

\* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

## Standard 6 Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

### Requirements

3. The organisation demonstrates the following:
  - a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
  - b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
  - c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
  - d) Feedback and complaints are reviewed and used to improve the quality of care and services.



# Aged Care Quality Standards

1800 951 822  
agedcarequality.gov.au

Standard 1 | Standard 2 | Standard 3 | Standard 4 | Standard 5 | Standard 6 | **Standard 7** | Standard 8

## Standard 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

### Requirements

3. The organisation demonstrates the following:
  - a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
  - b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
  - c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
  - d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
  - e) Regular assessment, monitoring and review of the performance of each member of the workforce.

## Standard 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

2. The organisation's governing body is accountable for the delivery of safe and quality care and services.

### Requirements

3. The organisation demonstrates the following:
  - a) Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
  - b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
  - c) Effective organisation wide governance systems relating to the following:
    - i) information management
    - ii) continuous improvement
    - iii) financial governance
    - iv) workforce governance, including the assignment of clear responsibilities and accountabilities
    - v) regulatory compliance
    - vi) feedback and complaints
  - d) Effective risk management systems and practices, including but not limited to the following:
    - i) managing high-impact or high-prevalence risks associated with the care of consumers
    - ii) identifying and responding to abuse and neglect of consumers
    - iii) supporting consumers to live the best life they can.
  - e) Where clinical care is provided — a clinical governance framework, including but not limited to the following:
    - i) antimicrobial stewardship
    - ii) minimising the use of restraint
    - iii) open disclosure.

### Lifestyle Coordinator— Jade Gilchrist



Lifestyle & Volunteer Coordinator—Jade Gilchrist

Hi everyone,  
As I mentioned in the last newsletter I have been secretly working on a project over the past few months.

Some of you may have noticed a rather unusual looking vehicle at the Cent Sale. The Bon Trike is now a part of my ability to offer rides to residents that would like to come out. As long as you are able to get on and off with minimal assistance I can be booked in to do rides after lunch.

It still has a few more alterations before I can offer this to you all but I am hoping it wont be

too much longer and we can get in a few rides before the weather turns too cold.

I want to offer sunflower tours in January, scenic rides around the town, and the best is the Christmas lights which I think should be a lovely way to see the lights in style.

I hope you all enjoyed your Easter and I look forward to making some memories with you soon.

Regards, Jade.

Thinking about becoming a volunteer?  
Give Jade a call 0400 404 490

### March Birthdays

- Frank May 9th
- Cecilia May 16th
- Elaine May 21st
- Joyce S May 26th



### Welcome New Residents

*Bev, Barbara and Joe*



*Rest in Peace  
Sweet Lips the  
fish*

### Lifestyle Award WINNER



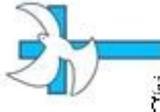
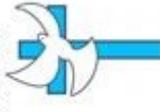
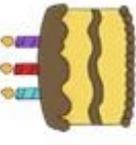
The winner of the Lifestyle Award for April Jennifer under the category of Excellence in Advocacy  
Congratulations Jennifer

10:00am

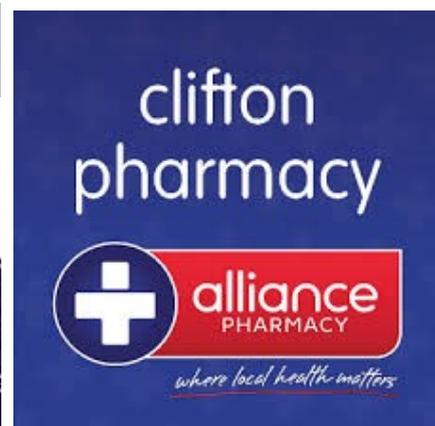
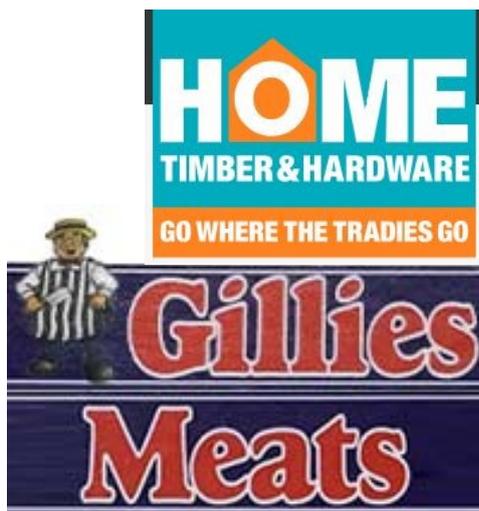
MORNING TEA  
ACTIVITIES START  
AROUND 10:30AM

# May 2019



Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1 Lynelle Plays in Nirvana 	2 Bow and Curtsy 	3 Weekend Trolley 	4 	5 10:30am Presbyterian Service 
6 Public Holiday Labor day	7 Cards & Games 	8 Mothers Day High Tea & activities 	9 Holz Play 	10 Weekend Trolley 	11 Three Angels Gospel 	12 10:30am Hymns with Kath Happy Mother's Day 
13 9:00am Catholic Church Service 9:30am Tai Chi 	14 Cards & Games 	15 Armchair Travel 	16 Grace/Visit 	17 Weekend Trolley 	18 	19 
20 Story telling with Marianne 	21 Cards & Games 	22 9:30am Exercises 	23 Ken Plays 	24 Weekend Trolley 	25 	26 
27 9:30am Tai Chi 10:30am Anglican Church Services 	28 Cards & Games 	29 Birthdays school 	30 Terry & Graham Ensemble 	31 Resident Meeting Darling Downs Men Happy Hour 2pm 	RESIDENTS BIRTHDAYS Frank 9th Elaine 21st Joyce 26th	Cecilia May 16th 

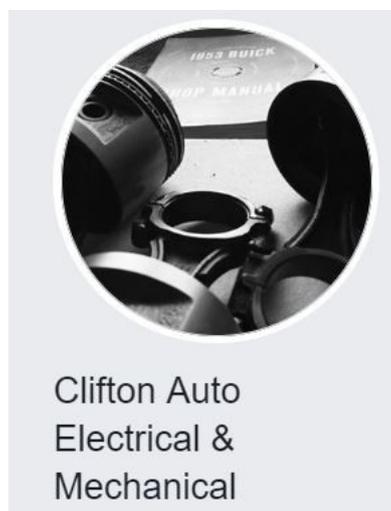
PROGRAM IS SUBJECT TO CHANGES



A big thank



you to all the businesses that donated items for our cent sale.





# COMMUNITY TAI CHI CLASSES

**Tai Chi for health, relaxation  
and falls prevention.**

**Term 2 2019 in Clifton**

**During School Term**

**Tuesday 6pm**

Commences-

April 30th

to June 18th

**Diversional Therapy**

**Room, Clifton**

Community Health

Services, Kate St.

Clifton

**Thursday 10-30am**

Commences-

May 2nd to June 27th

**Clifton Senior Citizens**

**Hall**



Tai chi for health & relaxation is a fun and relaxed class with  
easy routines.

All classes are suitable for people aged 16 years and over.

Please wear comfortable loose clothing & enclosed flat shoes.

Bring water and a smile, classes are friendly  
and informal.

**\$10.00**

**Per class**

**Booking is appreciated**  
please call

Louise 0419 786 502 for **Tuesday**

Or Janet 0428 891 277 for **Thursday**





### Clifton Community Health Services

Published by Brad Clifton [?] · April 4 at 3:28 PM ·

A very Informative day at the Aged Care Quality and Safety Commission education session on preparing for the new Aged Care Quality Standards.

Great company with our colleagues from Qld Meals on Wheels, Clifton Meals on Wheels and of course some representatives from the Clifton Community Health Services team.

These new Standards replace the existing Standards on 1st July 2019.



Clifton Community Health Services  
@CliftonCHS



### Clifton Community Health Services

Published by Brad Clifton [?] · April 16 at 4:14 PM ·



Brad Clifton  
April 16 at 3:17 PM

First public Flu vaccination clinic of the season held today at Clifton Medical Practice with local resident Don the first in line.

Make sure to put your name down for the next clinic to be held when our next batch of vaccines arrive.

Over 65 or have a Chronic Disease...and children 6months plus 1 day to under 5...are covered under the free government vaccination program. Private vaccines available for others. Ask us today.

## OWNED BY THE TOWN

An abundance of medical services leaves Clifton in a healthy position

For 70 years, Clifton's Health Services Cooperative has been there when it was needed most. The stand-alone, not-for-profit organisation has been a cornerstone of the community – harnessing the commitment and expertise of the many doctors, nurses and health administrators who have worked together to

care for the people of Clifton and the surrounding Downs area. Whether it has been through the Clifton Co-Op's 12-bed private hospital, the Clifton Medical Practice (which employs eight doctors) or the Nirvana Hostel: a 15-bed residential aged-care facility – they have always put the community first.

This care and attention is just as evident in the Clifton Nursing Home with its 38 residential aged-care beds which now includes a brand new wing – Sunflower Lodge – a 12-bed, dementia-specific residential memory support unit.

And, for independent living, there's always the welcoming Vedette Villas – which provides eight self-sufficient units operated on a subsidised rental basis.

Together, these facilities have been assisting the community since 1949 and the dedication and service of the staff within is assured for many decades to come. With doctors on call and registered nurses onsite for the hospital and nursing home 24 hours a day/seven days a week – you can rest easy that you and your family will be in the safest of hands.

For more information on available services, please contact the Clifton Medical Practice on 4697 3097 or the Clifton Hospital on 4697 3735.



“ Together, these facilities have been assisting the community since 1949 and the dedication and service of the staff within is assured for many decades to come.



## Clifton 'Country Care'

~ where you are never just a number ~

- ◆ Residential Aged Care ◆ Private Hospital Services ◆ Independent Living Villas ◆ Large General Medical Practice
- ◆ Incorporating:
  - ◆ Clifton Co-Op Private Hospital,
  - ◆ Clifton Nursing Home,
  - ◆ Nirvana Hostel,
  - ◆ Vedette Villas,
  - ◆ Clifton Medical Practice
- ◆ Allied Health Services available include:
  - ◆ Optometrist, Psychologist, Physiotherapist, Nutritionist, Podiatrist,
  - ◆ Well Women's Clinic & Child Health Clinic & Dietician Skin Cancer Clinic —
  - ◆ We offer skin checks, surgical and non-surgical management — all provided by our Specialist Doctors.



**CLIFTON COMMUNITY HEALTH SERVICES**  
A community owned, not for profit organisation

Ph: 07 4697 3735  
20 Norman Street, Clifton  
www.cliftonhospital.org

Clifton Medical Practice: 07 4697 3097  
A bulk billing medical practice  
◆ New patients welcome