

# Aligning THE STARS

APRIL 2024

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Feel right at home.



Southern Cross Care  
(Tasmania) Inc.



# Aligning THE STARS

APRIL 2024

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### Front cover image:

Ainslie Low Head  
residents spending  
time in the Low Head  
Community Garden

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## Update from the CEO,

# Esteban Cox

Time is just flying; it seems like only yesterday that I was writing the CEO update for March!

I hope you all had a great and safe Easter Break.

Plenty is happening as we move into a busy time with so many projects happening. To highlight just a few:



1. Ongoing culture transformation project. The executive met for a whole day to discuss roles and responsibilities to provide clarity on centralised and decentralised (site-specific) services. It was very productive and enlightening. Following the executive workshop, we are planning a 2-day workshop during first week in May with the broader leadership team. Looking forward to it.
2. Budget is upon us, and the management team continues to be busy with the new financial year budget round. As mentioned before, it is challenging setting budgets while taking into consideration the challenges that the age care sector is facing with so many regulatory changes.
3. I continue to engage with key stakeholders and employees.
4. We are advancing with the voluntary enforceable undertaking with the ACQSC. The project is moving ahead very well. We are on track to meet the next milestone, which is to submit our Action Plans by the end of April.

I would like to share with you great news about the successful re-accreditation of Rosary Gardens. The report stated, “quality care and services are provided knowledgeable, capable, and caring staff.... Residents provided positive feedback across all levels of care and said [they] are happy living at [the facility] and are well



## Update from Esteban, continued

looked after.” Well done team, superb job!

More good news this month was the positive news story about Yaraandoo in the Advocate. This home has overcome many challenges to make significant improvements that are having a positive impact on the lives of our residents and their families.

There have been some changes to our Board composition. Unfortunately, Ms Jude Fishlock (former Chair) resigned from the Board on the grounds of ill health. A media release was issued and communication was sent to staff. I wish to thank Judith for her tremendous contribution to SCC Tasmania.

Replacing Jude as Chair is Ms Sonya Beyers, and Ms Alayne Baker is now the Deputy Chair. Both are highly regarded professionals with a wealth of experience.

Director Christine Kilpatrick has also stepped down from our Board to accept a role as Commission Chair, leading safety and quality improvements across the Australian healthcare system.

Executive Manager, Estate Development Cathryn Kerr has left her role. I wish to thank Cathryn for her contribution and the significant improvements she has made to our facilities. I wish her all the best as she takes her passion for creating safe, fit-for-purpose spaces into the disability sector.

As always, the safety and well-being of our residents and staff remain our top priority. Please remember to adhere to all safety protocols, including proper hand hygiene and infection control measures including PPE.

Your CEO, Esteban Cox

# End of an Era for Mary's Grange Nursing Home

The former Mary's Grange Nursing Home has been closed since 2021 and Southern Cross Care has considered different strategies for the site. In the end, we have decided to sell it.

Since the last resident moved out, the empty buildings have been targeted by senseless illegal entry and vandalism. This has negatively impacted the community, especially those who live close by on Grange Avenue, and caused ongoing security issues and cost.

The proceeds from the sale will be used to deliver services. The sale is handled by Knight Frank and there are some spectacular aerial photographs of the home on [realestate.com.au](https://www.realestate.com.au) (search under commercial properties or click [this link](#)).



Mary's Grange, Taroona

# Farewell and thanks to Chair Judith Fishlock

Last week Southern Cross Care Tasmania's Board Chair Judith Fishlock decided to retire from her role.



Jude has served on the Board for 3 years

We pay tribute to Jude for steadying the organisation during a difficult period of change since she took on the role in August last year.

“Jude stepped in at a time of significant change at the organisation and on behalf of the Board, we thank her for her hard work in helping to turn the organisation around,” CEO Esteban Cox said.

“During her period of leadership, the organisation undertook an extensive listening process, including face-to-face meetings with residents, family and friends and key stakeholders; as well as the appointment of a new CEO.

“This has resulted in a significant positive shift both inside and out of Southern Cross Care, with only last week the organisation being publicly applauded for

listening to the needs of residents – and all this is thanks to the hard work of Jude,” Mr Cox said.

Jude said that she is proud to be part of the turnaround of Southern Cross Care, and feels it is time for new blood to steer the organisation through the next phase its renewal.



New Chair Sonya Beyers Deputy Alayne Baker

Following Jude's departure, we welcome to their new roles current Deputy Chair, Sonya Beyers who has been elected Chair, and Director, Alayne Baker who is taking on the role of Deputy.

Ms Beyers has a background in governance and serves on a number of Boards, while Ms Baker has a background in People and Culture and is a Fellow of the Australian Human Resource Institute.

Director Christine Kilpatrick has also retired from her position on the Board to take on a very significant role as the new Board Chair of the Australian Commission on Safety and Quality in Health Care. This appointment by Minister for Health and Aged Care, the Hon Mark Butler MP, was announced on 3 April 2024.



# Yaraandoo changes for better



Laney Summers and Joy Mott said the food served up by Chef Dilshan Fernandopulle was a vast improvement on the previous offerings. With SCCT CEO Esteban Cox. Picture by Katri Strooband. [The Advocate](#) 9 April 2024

## *In the press for the right reasons*

This good news story is extracted from [The Advocate](#), 9 April 2024. By [Jess Flint](#)

“If you’d asked Laney Summers last year if she would ever move into Somerset’s Yaraandoo aged care facility, she would have been appalled by the thought...she said she would now be the first in line for a room at the centre. “Since [new facility manager] Charmaine Knight has been there, everything has changed for the best,” she said. Ms Summers said she thinks people should “get in there while they can” because once word gets out about the changes there might be a waiting list.

Asked what went wrong, CEO Esteban Cox said he believes years of poor leadership

had brought the facility to breaking point....Mr Cox said that Yaraandoo’s declining reputation caused difficulties for both its financial position and its ability to recruit and retain care staff. “We still have challenges ahead of us still and we’re trying to improve.”

...Ms Summers and her friend Joy Mott said they have already witnessed improvements at Yaraandoo under the management of Ms Knight. They said new chef Dilshan Fernandopulle had done a lot in improving the quality of the food served at the centre and the new leisure and lifestyle staff had brought life back to the centre in the form of activities and outings.”

## Aged Care Act Delayed

The new Aged Care Act is now expected in January 2025, after being delayed for the federal government to take more time for feedback on its draft form.

The Royal Commission into Aged Care Quality and Safety found the current act and its related laws dating back to 1997 are "no longer fit for purpose".

**The new Act will put older people who need aged care at the centre of the system.**

It will outline the rights of older people considering and already using aged care services, and ensure the right services are given.

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## Voluntary Enforceable Undertaking on track

In the Timeline of our agreement with the Aged Care Quality and Safety Commission, the Action Plans are due at the end of April 2024.

We are proud to report that this target is on track.

[Read more](#)

# Culture Identity Framework

Enabling our clients to live their best life is the reason we are here.

The best possible client experience is already defined by the Aged Care Quality Standards (see next page). Our job as an organisation is to deliver these standards.

To do that, we are building a new culture framework that underpins our client services with excellence in our employee experience, quality processes, and sound financial management.

**Our culture focuses on an excellent client and employee experience, underpinned by quality processes and strong financial management.**

The next step is for our organisation to define our own standards in the way we operate in these areas. We will be asking all staff to have input into defining our organisational standards, so stay tuned.

In the meantime, the greater leadership team is getting to work to address some of the unresolved issues that have been identified.

To begin this process, we are gathering the business leaders for a big meeting in Hobart on 2-3 May.

We know that asking leaders to take 2 days of their usual role is a big commitment, but it is necessary for us to move forward as a united team to achieve positive outcomes.

The leadership group meeting is not about making decisions behind closed doors. It's about creating better and clearer processes to improve the ways of working together. Our new culture framework is a promise that any people directly affected by any proposed future changes or improvements will be consulted for their input before anything is finalised.

We thank everyone in the organisation for supporting the business leaders to attend this meeting.



# New Strengthened Aged Care Quality Standards

With the commencement of the new Aged Care Act, strengthened Quality Standards are expected to be introduced. The existing Standards will remain in effect until then.

We are sharing these draft standards because they will form part of the framework of our client experience strategy, and how we are focusing on the future as we improve our operations.

## Background

In 2021, the Royal Commission into Aged Care Quality and Safety recommended that the Department of Health and Aged Care (the Department) review the Standards.

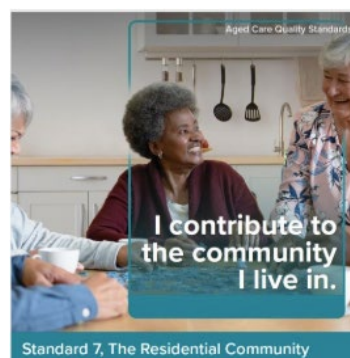
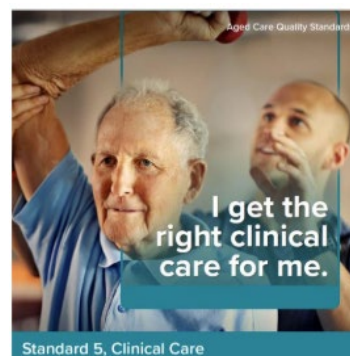
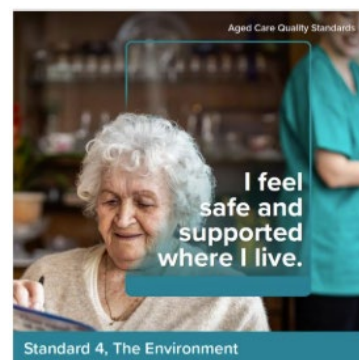
They recommended that the reviewed Standards include vital areas such as:

- food and nutrition
- dementia
- diversity
- governance
- clinical care.

After a long process of consultation, review and revision, The Department has released the final drafted strengthened Aged Care Quality Standards, seen to the right.

Please note these draft strengthened Quality Standards are not yet in operation.

To read more about the strengthened Aged Care Quality Standards or the upcoming Aged Care Act, visit the government website.



<https://www.health.gov.au/our-work/aged-care-act/about>



# Festive Fun Easter 2024

## Yaraandoo

Yaraandoo had lots of exciting and different things happening for Easter.

They played a (harmless) game of “whack-a-bunny” with a local daycare, followed by whacking a Pinata, donated by a resident’s lovely family.

The Northwest Motorcycle Club (top left) visited to deliver easter eggs around the facility.



*\* no actual bunnies were harmed*





## Rosary Gardens

Look at these beautiful Easter teacup centrepieces! They were made by some of the residents for the Easter morning tea. The Easter raffle was won by Nicole Quinn from the kitchen.



## SCC State Office



It was hot cross buns for morning tea for our New Town Office team - a quick catch up before the Easter break.



## Northwest Day Centre

As Easter drew close, the fun and creativity continued. Staff and clients were hard at work making it easier for the Easter Bunny to bring lots of chocolate and treats. Clients painted their own wooden Easter bunny and ate Hot cross Buns for morning tea.



## Fairway Rise

The residents had a lovely week doing Easter crafts and celebrating Easter with friends in St Andrews.





## Mount Esk

Looks like Mount Esk had the biggest Easter Bunny!

The Easter Bunny came to Mount Esk from Bunnings and brought lots of easter eggs for the residents.

Everyone was delighted with this large and generous bunny. There was lots of positive feedback about the visit from both staff and residents.

There was also a fun activity for residents to make vases filled with easter decorations for their tables over Easter.



## Glenara Lakes

The residents had a great time playing Easter Bingo on Easter Saturday.



# Bringing a garden *back to life*

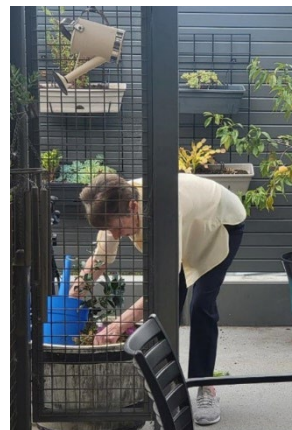


Three days of hard work went into rejuvenating the garden at St Andrews Memory Support Unit, Fairway Rise.

The residents, staff, friends and family all agree that the results are so worth it.

Thank you to residents Lyall, Phillipa and Margaret. P for helping with the planting, cutting back and watering - your knowledge was a huge help.

Thanks also to Mark, Annie, Kirby and Robin for their planning and taking several trips down to Bunnings.



## Taking a ride on The Don River Railway



Still smiling! The 7 Yaraandoo residents who had an unexpected adventure.

Seven residents from Yaraandoo went out for a train ride in Don River. Unfortunately, the train broke down at the end, so the 30-minute train ride turned into 1 hour and 35-minute train ride.

The residents however loved it. They got to hop off the train and enjoy the beautiful day, then there was the excitement of getting towed home by another train.

They finished the eventful trip with a picnic lunch supplied by Yaraandoo's now famous chef and his amazing team.





# Community Garden sows connections



Ainslie residents have been spending time with Port Dalrymple students in the Low Head Community Garden on Tuesday afternoons. On the first week, students interviewed the residents then walked around the garden learning to identify flowers, vegies, herbs and fruit. They wrote a recipe using one of the vegies.

The next week the students worked together to create a posy of dried flowers which were presented to the residents and are now proudly sitting in their rooms at the residential care home.



They've spent time getting to know each other, listening to music from the 1950's, and sharing stories of how life has changed since their own childhoods.

Flanders Poppies week was an opportunity for residents to speak of their memories, and the teenagers their impressions of war. They sowed poppy seeds in dedicated strips and are planning to return near Remembrance Day to pick the poppies for businesses and shops in the local area.



Bringing together the younger and older generations for these activities nurtures understanding, respect, and connection to our community. The children who regularly mix with older people see improvements to their language development, reading and social skills and the residents are less likely to suffer loneliness and isolation.



## Near Misses

**Reporting a near miss today can prevent an accident from happening tomorrow.**



The Aged Care Quality and Safety Commission defines a near miss as when “an occurrence, event or omission happens that does not result in harm (such as injury, illness or damage to health) to a consumer or another person but had potential to do so”.

An example would be a person tripping over a floor mat with a rolled-up corner, and almost falling.

At Southern Cross Care we encourage reporting near misses. It gives us the opportunity to assess and learn from such events and prevent future incidents from occurring. For example, if we report someone nearly falling due to a floor mat with a rolled-up corner, we can then implement measures to prevent the next person from falling and possibly being injured. In this case the mat would be removed or replaced.

### Case study

While visiting his father in residential aged care, his son noticed that the packaging colour of the insulin medication the Registered Nurse was about to give his father was not same colour as usual. On mentioning this difference in colour, the Registered Nurse realised that it was not the correct insulin medication prescribed for the resident.

The Registered Nurse recognised that this event was a near miss and that it must be recorded to enable assessment, investigation and/or analysis. Systemic changes to improve practice and to prevent a similar event from happening in future were implemented, and the changes were discussed with the resident and his family.

## Reporting Near Misses

It is essential to report near misses when they are recognised to ensure we keep our colleagues and clients safe, and to reinforce a strong safety culture here at Southern Cross Care Tasmania.

If you observe a near miss, or have any other safety questions, please contact your manager or Incident Review Coordinator, Andrea Duggan, on 0434 002 372.



# Thank you to Cathryn Kerr

Cathryn has departed from her role as Executive Manager, Estate Development after 3.5 years.

Cathryn's drive to make a difference brought her to Southern Cross Care to create spaces that support older people to live their best life. She managed the new Memory Support Unit at Yaraandoo, modifying the space to suit the Montessori method for dementia care, and hopes to see this model expanded to other homes.

A great part of Cathryn's contribution has been unsung. Ensuring our facilities and products are safe and compliant is so necessary but mostly invisible. We thank Cathryn for this essential work, which will be continued by her successor, Jeremy Eaton.



Cathryn Kerr and Jeremy Eaton

Her vision for the future of aged care is moving away from traditional models into more contemporary modes of care. Lifestyle-focussed retirement communities where people are safe and secure to lead healthy, active lives.

***“Always remember who you are working for – the residents we take care of. These spaces are their home.”***

## Welcome Samantha Loveridge

Samantha has joined Southern Cross Care as Non Clinical Learning and Development Business Partner.



Samantha is an experience educator. Her most recent role was as the In-House Learning and Development Mentor at Workskills Tasmania.

Sam brings a deep passion for empowering people and building capability. She believes everyone has the capability to learn and achieve, they just need the opportunity. And that is where the right training comes in.

Outside of work she lives with her mother and her children all together under in a multi-generational house. Her personal motto is, “Do what makes you happy.”

## Staff Movements

### We welcomed

New starters across the state

5 Enrolled Nurses

8 Registered Nurses

7 Home Care Support Workers

16 Extended Care Assistant

15 Service Employees

### Departures

Renee Brown, Executive Officer to CEO

Judith Fishlock, Board Chair

Christine Kilpatrick, Board Director

Cathryn Kerr, Executive



# Let's stay covid and flu safe

With a few of our homes currently experiencing covid, it's a timely reminder to stay safe from covid, flu and other seasonal infections. Our staff, family members and visitors are no longer required to wear face masks while at our facilities, but anyone can still choose to wear one if they want to.

Staff, families and visitors are still required to complete the temperature and screening questions, and covid tests are available at every entry.



Yaraandoo showing a great example of a neat welcome screening station.

Good hygiene practices, especially hand hygiene, social distancing and vaccination are the most effective ways of preventing the spread of disease.

## Coming up in May

2-3 May	SCCTas Leadership Group Meeting
12 May	International Nurses Day
12 May	Mother's Day
18 May	Glenara Lakes 20 <sup>th</sup> Anniversary
19-25 May	National Palliative Care Week
20-26 May	National Volunteer Week
23 May	World's Biggest Morning Tea

## Your Feedback

Any issues or concerns can be discussed with Southern Cross Care Tasmania in the first instance.

**Southern Cross Care (Tasmania) Inc.**

[feedback@scctas.org.au](mailto:feedback@scctas.org.au)

03 6164 1823

**There are also other options available to you.**

**Advocacy Tasmania**

1800 005 131

**Older Person Advocacy Network (OPAN)**

1800 700 600

**Council on the Ageing**

03 6231 3265

**Guardian and Administration Board Tasmania**

Free call 1800 955 772

**Aged Care Quality & Safety Commission**

Free call 1800 951 822

