

# NORFOLK TIMES

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*Sometimes the little things in life can bring great joy! Cooking classes, creating 'flamin' Galahs', was a fun and delicious Australia Day Activity over Summer which residents had a great time creating.*

## Coping with Burnout

By Danielle Pekar

It is a difficult thing to rationalise in your mind: Global Trauma. How do you process, that as an entire world we have been isolated, tried and suffered. It makes you feel as if you have to be ready for the next thing, then the next thing and the next again. Your brain is unable to switch off and the "fight of flight" instinct, that is only meant to be triggered during dire situations, remains constantly active. Emotions become exaggerated, the smallest inconvenience is blown out of proportion and it feels impossible to accomplish anything.

These feelings can be overwhelming to deal with. For all of us in the Aged Care sector in particular, Resident, Representative and Staff alike, we have been given even more challenges to contend with than the rest of the community.

So how do you manage the burnout caused by this ongoing strain?

Find something that brings you joy and do it daily. Make sure you are doing something nice for yourself every day. This could be engaging in a hobby, chatting to your friends, listening to music, taking 10 minutes to enjoy your coffee in peace...

Whatever brings a smile to your face and a small piece of contentment.

Take time for yourself. It's not selfish to need your own breathing space. We can't be "ON" all of the time for others. Try meditation, deep breathing or even just stare blankly at the TV for a few minutes.

Set yourself small goals. Rather than worrying about the big tasks ahead of you, break it down into simpler achievable steps and tackle these one at a time.

Stay connected. Connection to others is what makes us grounded. Knock on your neighbour's door and ask if they have a few minutes to chat with you, call your friends and family, schedule a skype date. Remain supported in the world by engaging with others.

And always, be kind. To yourself and others. Realise that conditions may be causing stress to yourself and others and be mindful of this. Forgive any small mistakes that you may make and move forward.

## A Message from the Managing Director

Welcome to our first new newsletter edition for 2022!

It has been a difficult few months with the latest wave of COVID-19 affecting many of us in our communities. As a result, and while necessary, we have had to increase precautionary measures in order to keep our vulnerable residents safe, which has made visitations difficult for many families and loved ones across all of our Pathways Residence homes.

We're grateful for your patience and understanding while these measures are implemented and in place and look forward to a time when we can go back to a semblance of normality. Until then, we continue to request proof of vaccination, QR code check-ins and masks as a condition of entry into all facilities. By working together, we can ensure a safer environment for all. Not just for the residents but for the staff who work there also.

We would also like to give our thanks to the hard-working staff across all our residences who go above and beyond each and every day and maintain the safety and wellbeing of all residents in our homes. It has been a difficult time for all in the health and aged care industries, so I am truly thankful for everyone's hard work and for staying true to our core values of harmony, trust and respect.

This Autumn we can expect slightly cooler weather as we head towards celebrations of Easter, we'll pay our respects for ANZAC Day and we will shift our focus to include falls prevention awareness (April Falls Day) and other such events throughout the season. For a full list of activities in your home, speak with your Lifestyle Coordinator who can provide you with the latest Activities Calendar for that particular month.

Until next time, we look forward to updating you on our latest Pathways Residences developments with our new Leura and Longueville locations and sharing helpful articles on lifestyle, food, news and more.

### Your Feedback

As always, we welcome feedback in all forms and remind you that our teams, including myself, are always here to hear what you have to say. If there is opportunity for improvement or a service we can better tailor to your needs that will improve the quality of your time with us, we would like to hear from you. At reception, feedback forms are available to complete which provides instruction on the feedback process and next steps. Furthermore, our Group Operations and Quality Manager Diana Gautier is also contactable to hear your valued feedback.

We regularly take part in surveys from a platform known as CarePage, which gives you the opportunity to let us know your thoughts on particular programs and services within your home. This is completed at regular intervals and can be anonymous if you wish to not be identified.

We are committed to keeping you informed of communications regarding your feedback at every step of the way with the aim of speedy resolution with positive outcomes that are dealt with in a respectful way. For more information on complaints, compliments and general feedback, contact your Executive Manager or for more sensitive concerns you can contact Diana Gautier at [admin@pathways.com.au](mailto:admin@pathways.com.au).

Until next time, we hope you enjoy the warmer weather of summer and the activities and programs on offer.



# COVID-19 - Staying Safe and Recognising the Signs

Are you being COVID-Safe? Learn the signs and healthy tips for over-60s.

NSW Health advises that people aged over 60 are more likely to become seriously ill from COVID-19. There are no specific rules for people aged over 60.

When returning to activities you enjoyed before the spread of COVID-19 it's important to:

- follow the rules regarding face masks, travel and venues
- wear a mask in situations where it's difficult to stay 1.5m away from other people
- maintain good hand hygiene
- get tested if you have any symptoms, even if they are only mild
- make sure you continue to attend any medical appointments you may have
- stay active, healthy and connected in other ways when you're at home.

People aged 60 and over are encouraged to get vaccinated as soon as possible to reduce the risk of getting seriously ill from COVID-19 and from spreading it to others. If you are fully vaccinated, check if you are eligible to get a booster vaccination.

## Visiting vulnerable people

We all need to be more careful around vulnerable people. When visiting older and vulnerable people, take steps to stay safe. People who are more vulnerable to COVID-19 include people who have a diagnosed chronic medical condition and/or a compromised immune system.

People who live in a group residential aged care facility are also considered vulnerable by NSW Health. Aboriginal or Torres Strait Islander communities are also more vulnerable.

If you have friends or family members who are vulnerable, you can help them by:

- staying in touch, but not visiting vulnerable people if you are unwell
- conduct your visits outdoors if possible and maintain physical distancing
- dropping off groceries or other essentials if they need support.

## Staying connected

If you live alone or are self-isolating, take care of your mental wellbeing by staying connected with your community, family, and friends. While you might not be able to see people in person, you can stay in touch over the phone.

Using a mobile phone, portable device, laptop or computer will give you even more options to stay connected by text message, email, online chat apps and video calls.

## Keeping active and healthy

If you are limiting your contact with other people and going out less, it is even more important to stick to an active and healthy daily routine.

Keep yourself active and healthy by:

- getting some fresh air and exercise
- eating a healthy and balanced diet
- attending to your regular medical needs.

## If you're feeling unwell

Even if you only have mild symptoms, do not go out except to get tested as soon as possible. After you've been tested, you should stay home while you are waiting for test results.

## National coronavirus helpline

Phone: 1800 020 080

Open: 24 hours, 7 days a week

Information on COVID-19 or help with the COVIDSafe app.

Department of Health website: [www.nsw.gov.au](http://www.nsw.gov.au)

## PHYSICAL SYMPTOMS OF COVID-19 TO LOOK OUT FOR



**FEVER**  
Common



**COUGH**  
Common



**SORE THROAT**  
Sometimes



**SHORTNESS OF BREATH**  
Sometimes



**HEADACHE**  
Sometimes



**RUNNY OR STUFFY NOSE**  
Sometimes



**ACHES AND PAINS**  
Sometimes



**LOSS OF TASTE AND SMELL**  
Sometimes



**FATIGUE**  
Sometimes



**DIARRHOEA**  
Rare

# Pick-Me-Up Jars

By David Bourke

Pick Me Up Jars are a great idea for families to make for their resident!

What Are They? Pick Me Up Jars are mason jars (or any container) filled with affirmations and positive words on small slips of paper. A paper can be taken out every time someone needs a pick-me-up. These could even become more effective/helpful during times of lockdowns and isolation



**Supplies Needed:**

- Mason Jars (or other lidded containers like coffee cans)
- Acrylic or glass paint
- Labels
- Paper
- Twine, ribbon, or yarn
- Scissors
- Hole puncher
- Paint brushes

**How to Make:**

There are two components of this activity. One is decorating your jar and the other is filling it with positive affirmations. You may choose to do either portion first. This activity works best if you can do it over two days. On day 1 you paint the jars. Day 2 you cut out and insert your paper.

Decorating the jar - It's as simple as that. Decorate it however you like! You will most likely need a few layers of paint. If you are using a coffee can, you may want to cover it in decorative paper instead! Take the lid off the jar and paint only the outside. Some examples of how to decorate are provided.

Affirmations – You can make your own with lovely messages from various members of the family &/or friends! To make your own, you'll want to cut slips of paper to be about 5cm x 10cm. Write the messages in large print easy for your resident to see. Fold the papers in half, then in half again. A standard pint-sized mason jar fits about 30 affirmations comfortably.

Once your jar is dry and your affirmations have been inserted, top it off by printing out a small label, punching a hole in it, tying some yarn or string of your choosing to it and the jar, and voila! Encourage your residents to give their jar to someone they think needs a little extra love.



## A Note from Executive Chef Barry...

With the changing of the seasons some fantastic produce becomes available for our residents to enjoy. Beautiful fresh figs, new season apples, cauliflower and local creamy avocados.

Pathways Chefs are looking forward to presenting some inspired dishes over the Autumn Season. Autumn is a time for celebration and at Pathways we will be celebrating the following events with our residents.

<b>St Patricks Day</b>	17th March
<b>Easter</b>	18th April
<b>Anzac Day</b>	25th April
<b>Mother's Day</b>	8th May

Special menus are prepared for these significant events as days slowly begin to cool some nice hearty meals are enjoyed.

For St Patricks Day a Beef and Guinness Pie is always popular along with a creamy Baileys choc chip cheesecake and of course some colourful green sweet things. Easter is celebrated with fresh house made Hot Cross Buns and everyone's favourites, Easter Eggs, over the weekend.

Anzac Day 25th April BBQ Commemorations and Autumn culminates in Mother's Day on Sunday 8th May when our chefs present a magnificent Lunch for all our residents with a dessert worthy of any 5-star restaurant.



As pathways sources fresh seafood daily from the markets, a lovely dish we are adding to our seasonal menu is:

## FRESH LING FILLET WITH ROASTED AUTUMN VEGETABLES

**Ingredients:**

1. 400g butternut pumpkin, cut into 3cm pieces
2. 2 leeks (pale part only), thickly sliced
3. 8 whole garlic cloves
4. 1/2 cup (125ml) olive oil
5. 4 x 200g fresh Ling fillets
6. Zest of 1 lemon finely grated
7. 2 thick slices sourdough, crusts removed, roughly torn
8. 2 tablespoons fresh thyme, plus extra to serve
9. 200g large flat mushrooms, sliced

**Method**

Preheat the oven to 200°C. Place the pumpkin, leek and garlic in a roasting pan. Drizzle with 1/4 cup (60ml) oil, season and toss well to coat.

Roast for 20 minutes or until pumpkin is slightly tender.

Meanwhile, drizzle fish with 1 tablespoon oil and sprinkle with lemon zest. In a separate bowl, combine the sourdough with thyme and remaining 2 tablespoons oil.

Remove the pan from the oven and add the mushrooms. Gently toss to combine.

Place fish on top of the vegetables and top with sourdough crumbs.

Return to the oven for 15-20 minutes until the fish is cooked through and sourdough is crisp.

Sprinkle extra thyme and serve.



# A Generational Plan for Aged Care

The Australian Government Aged Care Reform

In response to the Final Report of the Royal Commission into Aged Care Quality and Safety (the Royal Commission), the Australian Government is delivering a \$17.7 billion aged care reform package. These measures will deliver once in a generation reform of aged care, providing respect, care and dignity to our senior Australians.

The Government has listened to the experiences of the Australians who gave evidence to the Royal Commission, and is taking decisive action to implement the recommendations with the reforms to deliver vital services, improved quality, care and viability in aged care.

The Government's plan builds on recent aged care quality reforms, including those announced throughout the Royal Commission's inquiry, COVID-19 pandemic, and in the immediate response to the release of the final report. In responding to the 148 recommendations, of which 123 were joint, and

25 were specific to the individual Commissioners requiring a decision by Government, the Government has accepted or accepted in principle 126 recommendations. In addition, the Government supports instead an alternative approach on four of the recommendations. Twelve recommendations are subject to further consideration or noted in the Government response. Six were not accepted.

Australia's 366,000-strong aged care workforce, who are hardworking, skilful and committed to the compassionate care of senior Australians, will be a critical partner to Government in delivering these reforms.

To read the Australian Government Response to the Final Report of the Royal Commission into Aged Care Quality and Safety visit [www.health.gov.au/aged-care-royal-commission](http://www.health.gov.au/aged-care-royal-commission).

*Source: Respect, care, dignity. - A generational plan for aged care in Australia (Australian Government Department of Health)*

## Pillar One

### Home Care

#### 2021

- 40,000 more home care packages.
- Senior Australians able to access assistance and information about aged care through 325 Services Australia Service Centres, and aged care specialists in 70 Service Australia centres.
- Extra support for informal carers.

#### 2022

- 40,000 more home care packages
- Respite services for 8,400 additional clients every year

#### 2023

- 500 local Community Care Finders provide targeted, specialist face-to-face support to vulnerable senior Australians to help them access aged care and connect with other health and social supports.
- Senior Australians can access a new support at home program.
- Single assessment workforce will expand to the new support at home program.

#### 2024

- New support at home program supports senior Australians to stay in their homes and keep connected to their communities.
- Single assessment workforce will continue assessments for the new support at home program.

## Pillar Two

### Residential aged care services and sustainability

#### 2021

- Supplement of \$10 per resident per day.
- Continuation of the increases to the homeless and viability supplements.
- New prudential monitoring, compliance and intervention to help providers build financial sustainability, capability and resilience.
- Independent Hospital and Aged Care Pricing Authority established, extending role of existing hospitals pricing authority to include aged care advisory function.

#### 2022

- New funding model to improve quality of care for 240,000 people using residential care and 67,000 people using residential respite care each year.
- Average care minutes for each resident increased to 200 minutes per day, including 40 minutes of registered nurse time.
- Registered nurse on site for a minimum of 16 hours per day.
- Structural Adjustment Program delivers increased provider viability and a strengthened aged care market.
- Single assessment workforce introduced to improve the experience of senior Australians in residential care.
- Better reporting, including through Star Ratings, to help senior Australians make easier comparisons and improve choice of care.

#### 2023

- Minimum care time becomes mandatory.
- Annual funding increases and price setting take into account advice from the new Independent Hospital and Aged Care Pricing Authority.

#### 2024

- Increased choice for senior Australians receiving residential care with care packages assigned to consumers, not providers.
- New residential aged care accommodation framework gives senior Australians more choice and improves accessibility and dementia-friendly accommodation.
- Aged Care Approval Round discontinued.

#### 2025

- Improved service suitability that ensures the care needs and preferences of senior Australians in residential aged care are met.

5 Pillars  
Over  
5 Years



## Pillar Three

### Residential aged care quality and safety

#### 2021

- Immediate improvements to the quality of care in dementia, diversity, food and nutrition services.
- Stronger clinical care standards developed by the Australian Commission on Safety and Quality in Health Care.
- Up to 120,000 additional GP services through boosted Aged Care Access Incentive.
- Increasing dementia care capability delivers better outcomes for people living with dementia.
- Palliative care services expanded to support end-of-life care at home.

#### 2022

- Residents access improved care through Primary Health Networks facilitating telehealth and out-of-hours triage services.
- Expansion of the Serious Incident Response Scheme gives 1 million senior Australians receiving home and community care greater protection.
- Stronger presence of Aged Care Quality and Safety Commission in facilities with an extra 1,500 site audits.
- Providers to report regularly to residents and families on care and commencement of Star Rating system.

#### 2023

- Improved support and training in dementia care and minimising restraint (restrictive practices).

#### 2024

- National Aged Care Data Strategy improves the information that is available to senior Australians about the quality in aged care.
- New independent regulatory authority established following review of the Aged Care Quality and Safety Commission.

#### 2025

- Senior Australians receive high quality, compassionate care.
- Confidence in aged care is rebuilt.

## Pillar Four

### Workforce

#### 2021

- Up to 6,000 new personal care workers in workplaces.
- Surge locum workforce capacity in regional and rural locations.
- Improved training in dementia care and minimising restraint (restrictive practices).

#### 2022

- Up to 7,000 new personal care workers in workplaces.
- 33,800 additional training places rolled out over two years for personal care workers to attain a Certificate III in Individual Support (Ageing).
- More registered nurses in workplaces due to nurse incentive and financial support schemes.
- Single assessment workforce in place to conduct assessments across residential and home care.

#### 2023

- Additional training places for personal care workers to attain a Certificate III in Individual Support (Ageing).

#### 2024

- Continued growth of the aged care workforce and a demonstrable increase in registered nurses choosing aged care as their career.

#### 2025

- Tangible improvements seen in staffing levels, skill mix and training of the care workforce.
- Workforce continues to meet the demand for aged care services, particularly in home care.

## Pillar Five

### Governance

#### 2021

- Initial rollout of expanded regional network to improve local planning and understanding of needs.
- Council of Elders established to provide a direct voice to Government.
- National Aged Care Advisory Council established to provide expert advice to Government.
- Expanded capital infrastructure grants available to improve access to better quality aged care services for First Nations people and those in rural and remote locations, or who are homeless or at risk of homelessness.
- Improved services and health outcomes for people in remote and Indigenous communities as a result of additional aged care funding.

#### 2022

- New workforce of trusted First Nations people to assist Older First Nations people navigate and access aged and disability care.

#### 2023

- Introduction of a new, values based Aged Care Act.

#### 2025

- Strong and effective governance of aged care is in place with senior Australians at the centre and improved care outcomes consistently delivered.



### Improving and simplifying residential aged care services and access

Residential aged care continues to be a fundamental element of aged care. The Australian Government will invest \$7.8 billion over 5 years to improve and simplify residential aged care services and access. This includes \$3.9 billion over the next 5 years to increase front line care delivered to around 240,000 senior Australians accessing residential aged care and 67,000 accessing residential respite care each year.

#### Improvements for Residents in Aged Care Facilities

More clinical care time from trained staff.

Higher quality of care, with more provider audits, regulations and reporting.

More choice of care, with better and simpler information on quality of services.

Care that is tailored and responsive to each individual's needs.

More staff trained in dementia care.

Better linkages between aged care and health care, including better medication management.

### Strengthening the aged care regulatory framework

The Australian Government is investing \$942 million over 4 years to improve residential aged care quality and safety. This includes an additional \$264 million to strengthen clinical care standards and the regulatory capability of the aged care independent regulator, the Aged Care Quality and Safety Commission (the Commission), to further protect senior Australians. A new Star Rating system that will combine existing Service Compliance Ratings and Quality Indicators will be established at a cost of \$200.1 million, including \$94 million for advocacy and \$6 million for diversity assistance for aged care providers.

The Star Rating will highlight the quality of aged care facilities, provide senior Australians and their families and carers with better information and empower them to have an increased, informed say in the care they receive.

The Government will invest \$94 million to expand independent advocacy to support greater choice and quality safeguards for senior Australians. This will more than double the aged care advocacy workforce to over 150 advocates nationally, delivering an estimated 15,000 information and advocacy changes each year. There will be a particular focus on outer metropolitan, regional, rural and remote areas, as well as for home care recipients and culturally and linguistically diverse groups.

The Australian Government will also provide \$6 million to deliver assistance to aged care providers to understand the diversity of the community they are serving and assess whether actual usage of their service reflects any barriers to access which must be rectified.

2019 - 2020

**1.3 million**

Australians accessed Aged Care.

By 2050 it is expected

**3.9 million**

Australians will access Aged Care.

# Welcoming Longueville and Leura to the Pathways Family

Exciting new developments by Pathways Residences

## Pathways Longueville

Pathways Longueville will be a 143-bed residential aged care facility that will provide a mix of accommodation options and short-stay respite.

A first for Pathways Residences, the Longueville facility will be co-located with allied health, community well-being services and neighbourhood shops at street level.

With views overlooking the Lane Cove Golf Course and close proximity to a range of hospitals and community businesses, Pathways Longueville will be a centralised hub for the senior community in the lower North Shore of Sydney.

Expecting completion in 2023, Pathways Longueville is looking to become a bustling beacon of activity that will add character and premium health services to anyone requiring aged care assistance, residential care or allied health and general wellbeing programs and offerings.

The development will directly contribute to the aged care needs of the community by providing aged care dwellings near the St Leonards Health and Education Precinct and both the Royal North Shore and Mater Hospitals. It will allow local residents the option of remaining in the immediate locality as they progress into their senior years. It also provides housing options within close accessible distance to community facilities, such as shops, churches, medical centres, and the like.

## Pathways Leura Village

In 2019, Pathways Residences acquired the Ritz Estate at 203-223 Leura Mall with the specific purpose of rejuvenating the heritage listed property into a luxurious 137 bed residential aged care facility supported by a wellness centre and allied healthcare services.

The property will take its place in the Leura community as Pathways Leura Village. We have sought to balance the heritage conservation of the Estate and its gardens with the design standards that apply to aged care. Pathways Leura Village will deliver a warm, welcoming, and joyous home-like environment that will align with the ambiance of Leura Village.

Initially established in 1883 as the Leura Estate, this beautiful heritage building will be rejuvenated and re-purposed to deliver luxury services to the local ageing community in the Blue Mountains.

We have worked hard to deliver a sensitive aged care solution that will enable the much loved Ritz Estate and its gardens to once again take pride of place in the heart of Leura whilst providing care and accommodation for ageing Australians well into the future.

*To learn more about Pathways Longueville, visit [www.pathwayslongueville.com.au](http://www.pathwayslongueville.com.au)*

*To learn more about Pathways Leura Village, visit [www.pathwaysleura.com.au](http://www.pathwaysleura.com.au)*



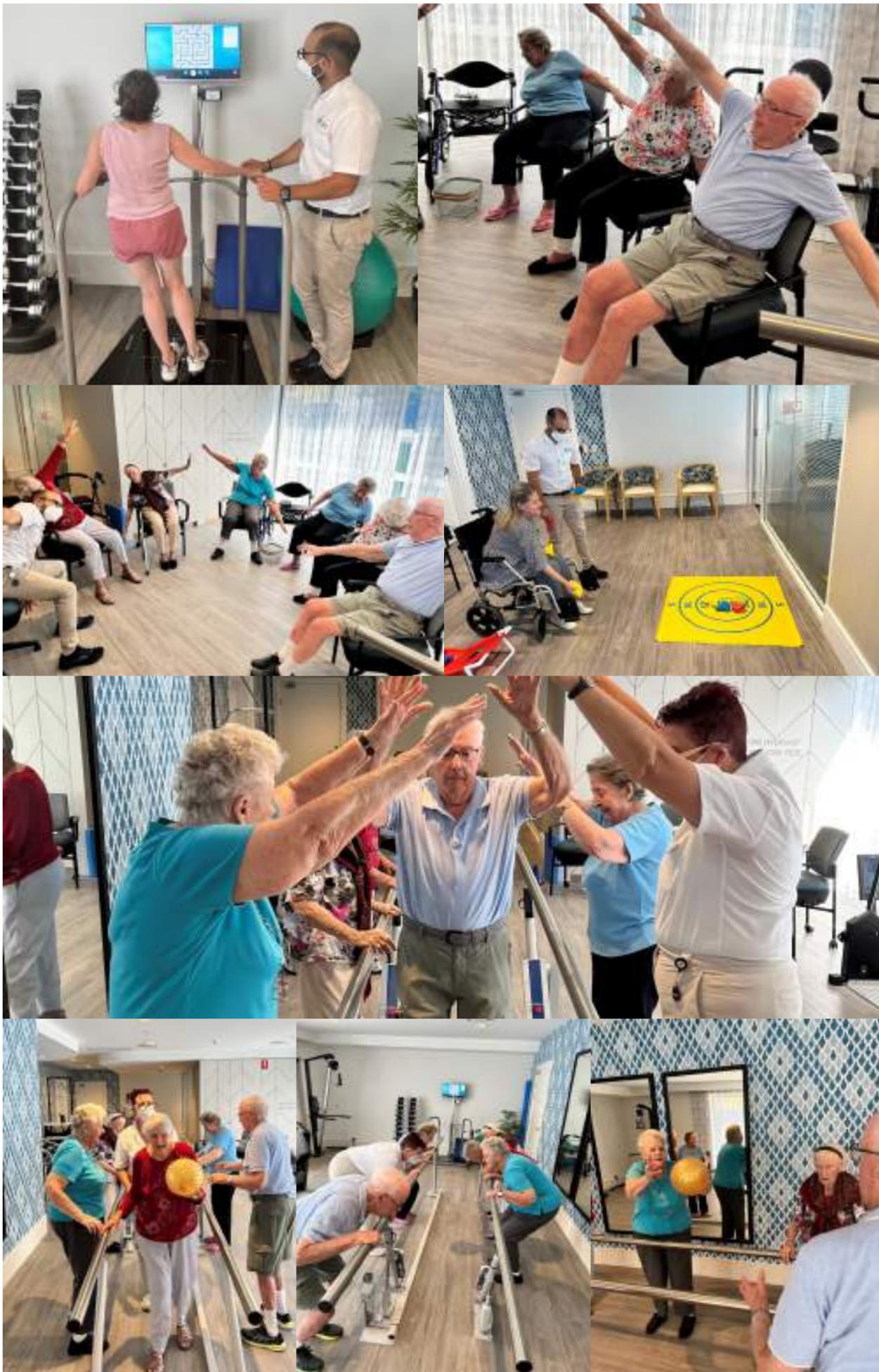
Above: 3D Artist's Concept of the new Pathways Longueville development, located in the lower North Shore, Sydney.

Below: 3D Artist's Concept of the new Pathways Leura Village development, located in the suburb of Leura in the City of Blue Mountains.



To a Life Well Lived - By Danielle Pekar

Residents enjoying activities at the new Thrive By Pathways opening day (Below)



How do you live a life  
 And know it was what you wanted  
 The good life  
 How do you create a reflection  
 Of the choices made  
 That can define you  
 Is a life well lived in the everyday actions  
 In moments of time with those we love  
 Small yet so significant

She makes the best roast dinner  
 He gives the best cuddles  
 She's a champion at snooker  
 He can fix anything  
 She has some odd hiding places  
 He set me up as the person I am today  
 She always knows when I'm lying  
 He never misses a game

She is warm  
 He is kind  
 She is cheeky  
 He is brilliant  
 She is stubborn  
 He is gentle

They love me  
 Always

We love them  
 Forever

How do you live a life  
 And craft the edited version  
 Only knowing the best  
 How do you live to bursting  
 Wanting to fit everything in  
 Only what matters  
 Is how we feel who we are  
 The sentiments an echo  
 Of what we give

He knows how to make me smile  
 She makes anyone feel welcome  
 He always keeps his cool  
 She has the most infectious laugh  
 He never lets you see him cry  
 She makes everything beautiful  
 He lives for your dreams  
 She believes anything is possible

He is happy  
 She is bold  
 He is content  
 She is adoring  
 He is calm  
 She is joy

We are love  
 Always

We are loved.

# Treat Yourself!

Uncertain times doesn't mean you should forget about you...

With so much going on in the world, it can be all too easy to forget about ourselves, but looking after our health and wellbeing should always be one of our top priorities.

Simple activities that treat yourself right can make a world of difference to mental health. A good haircut, hand massage or a manicure and pedicure can help you look good and feel great! Go on, you deserve it.

Speak with your lifestyle coordinator today to book in your next pamper session at Eureka Beauty & Wellness Spa and get yourself back to feeling like the star you are.





## WHISTLEBLOWING

### *whistle-blower* noun

#### noun: whistleblower

*a person who informs on a person or organization regarded as engaging in an unlawful or immoral activity.*

A whistle-blower is any person who reports misconduct. Special protections apply to the person if they are an 'eligible whistle-blower' and make a 'protected disclosure' regarding Pathways Residences to ASIC, AHPRA or an eligible recipient, based on reasonable grounds.

An eligible whistle-blower is any past or present board member, employee, volunteer, resident, relative, vendor or contractor who wishes to make a report in connection with misconduct. Whistle-blower protections only apply to these persons where protected disclosures are made (as per definition).

Whistleblowers play an important role in identifying and calling out misconduct and harm to consumers and the community. To encourage whistleblowers to come forward with their concerns and protect them when they do, the Corporations Act 2001 (Corporations Act) gives certain people legal rights and protections as whistleblowers.

From 1 July 2019, the whistleblower protections in the Corporations Act were expanded to provide greater protections for whistleblowers. This includes requiring public companies, large proprietary companies, and corporate trustees of APRA-regulated superannuation entities to have a whistleblower policy from 1 January 2020.



# Whistleblowers

Ensuring a safe, trust-worthy environment for Pathways employees and residents

Pathways Residences aims to improve company culture and transparency, and deter against wrongdoing through its whistle-blower protection system.

Pathways Residences will protect whistle-blower identity through its system of privacy and has systems that are in place for providing feedback and/or making a complaint at the local level. Escalation of issues can be made to the Whistle-blower Protection Officer (WPO), Group Operations Manager - Diana Gautier, if there is an inadequate local response.

Complaint mechanisms in place that are external to Pathways Residences include the Aged Care Complaints Scheme, Seniors Rights Services, Advocacy Service, AHPRA and the NSW Ombudsman. The Whistle-blower policy applies to all employees, volunteers, residents, vendors, contractors and anyone else who has knowledge of any suspected wrongdoing or unethical behaviour and an honest belief that the alleged misconduct occurred.

### What is considered misconduct?

Misconduct may include:

- Dishonest, corrupt, illegal or fraudulent conduct,
- Legal or regulatory non-compliance,
- Unethical or immoral behaviour,
- Financial offences such as Insolvent Trading, Insider Trading, Money Laundering, Financing Terrorism,
- Substantial mismanagement of Pathways Residences resources,
- Substantial mismanagement that involves a significant risk to health, safety or the environment,
- Behaviour damaging to the reputation of Pathways Residences.

### How does Pathways Prevent Misconduct?

The following systems are in place and implemented by the Board and Management to aid in the prevention of misconduct within Pathways Residences.

#### Pathways Residences:

- Regards misconduct as unacceptable
- Expects the highest standards of integrity
- Recognises the value of transparency and accountability in all its operational, administrative and management practices
- Will not tolerate misconduct by all staff (including casual and agency staff), volunteers or contractors
- Supports the making of disclosures that reveal misconduct
- Will take reasonable steps to protect people who make disclosures from any adverse action due to the disclosure and will not tolerate adverse action against those who come forward to disclose a reasonable belief that misconduct has occurred
- Will afford natural justice to any person who is the subject of a disclosure under this policy

#### Corporate Governance processes that we have in place:

- Pathways Residences purpose, vision and values,
- Code of conduct – signed by all staff and contractors on engagement,
- Culture of openness and transparency supported by Executive Leadership Team
- Complaints and Human Resource (HR) procedures supporting procedural fairness,
- System for recruitment and employment based on legislative compliance and best practice, including interview, reference checking,
- System for maintaining legislative compliance,
- Education system including education on staff conduct and rights,
- Quality management system that includes a multilayered approach to resident consultation.

### If you see something, say something - Making a report

The whistle-blower is encouraged to follow normal reporting channels and discuss the matter with their supervisor in the first instance, prior to action under this policy.

If an employee does not wish to report to their line manager due to a reasonable concern, the whistle-blower can make the disclosure directly to the Whistle Blower Protection Officer (PO - Group Operations Manager).

Reports can be completed anonymously via the Complaint and Feedback form CWF030 by addressing the form to the WPO and placing this into the locked box located at reception.

For more information regarding the Pathways Residences Whistleblower Policy and for a copy, please speak with your Executive Manager.

# April Falls!

Falls prevention - Sure-footing education for healthy and safe seniors

The NSW Falls Prevention Program seeks to promote a comprehensive, systemic approach to falls prevention and to reducing fall-related injury within NSW. The program involves collaboration between the NSW Ministry of Health, the Clinical Excellence Commission, the Agency for Clinical Innovation, Ambulance NSW and the local health districts.

The NSW Falls Prevention and Healthy Ageing Network shares falls prevention knowledge, expertise and resources to those working in the hospital, community and residential aged care sectors.

## What is a Fall?

A fall is when a resident unintentionally comes to rest on the ground or a lower level.

There are many reasons why people fall and it is important to explore how and why someone has fallen before making any assumptions. Falls are often not witnessed, for example when they occur in a resident's bedroom.

*More than one in three people aged 65 or over fall at least once a year and many fall more often, which can impact on peoples wellbeing and lifestyle. Falls are even more common among residents of aged care facilities and the number of falls-related incidents in hospital are high.*

Here are some examples of falls in an aged care home:

- Sliding out of a chair,
- Rolling out of bed,
- Misjudging where a seat is,
- Feeling dizzy when a resident stands up.

While falls can occur throughout life they become more common and consequential as people age. In Australia, 30% of adults aged 65 and over will experience at least one fall a year. During the normal ageing process, changes such as poor vision and reduced muscle mass and bone strength increase the risk of older people experiencing a fall.

Fall risk is multifactorial and linked to changes in physical and sensory function, the use of certain medications and medical conditions. The good news is many of these risk factors are modifiable.

## Why is it important to think and react to prevent falls?

A fall or being fearful of falling can have a serious impact on the health and well being of a resident. All aged care home residents are at risk of falling and a significant proportion will be at risk of a serious injury resulting from a fall.

In 2016, the annual estimated recurrent health service expenditure on falls was about \$3.9 billion nationally. This is expected to increase markedly with the number of people aged 65 years and over projected to nearly double by 2042.

Falls are a frightening experience, they can hurt, they can lead to serious injury and they can ultimately lead to loss of life. They can have a significant impact on the quality of life of a resident with a loss of confidence, loss of independence and reduced activity levels.

After a fall a resident is understandably likely to have a fear of falling again. This often means they become less active which leads to poorer muscle strength and balance and of course this increases their risk of further falls. We call this the fall cycle.

## How does your Pathways Residence reduce risk?

Everyone working in Pathways Residences has a key role in identifying and reducing the risk of falls as part of supporting the health and well-being of residents.

Pathways Residences Staff:

- Have an awareness of and continuing education on the risks of falls,
- Continually consider potential risks,
- Continually carry out actions to reduce risk,
- React to any changes observed in residents,
- Report and record trips and falls.

The Executive Manager of your home:

- Ensures there is a clear definition of what is considered a fall for reporting,
- Has a system in place for the recording of individual resident falls and falls across the home,
- Reviews fall data to identify any patterns of falls across the home and implements any action required to mitigate future or potential risks.

Learn more on falls prevention at the NSW Fall Prevention and Healthy Ageing Network website: [www.fallsnetwork.neura.edu.au](http://www.fallsnetwork.neura.edu.au)



## 10 Ways You Can Reduce Your Risk of Having a Fall

Having a fall can be a scary experience, especially if it results in an injury. Ensuring you reduce your risk of a fall in the future can be an important step in keeping you safe and healthy.

Below are 10 ways you can stay safe and protect yourself.

1. Stay physically active,
2. Eat a healthy, varied diet for strong bones,
3. Have your eyes and hearing tested,
4. Find out about the side effects of any medicine you take,
5. Limit the amount of alcohol you drink,
6. Stand up slowly,
7. Use an assistive device if you need help feeling steady when you walk,
8. Be very careful when walking on wet or slippery surfaces,
9. Wear non-skid, rubber-soled, low-heeled shoes, or lace-up shoes with non-skid soles that fully support your feet
10. Always tell your doctor if you have fallen since your last checkup, even if you aren't hurt when you fall.

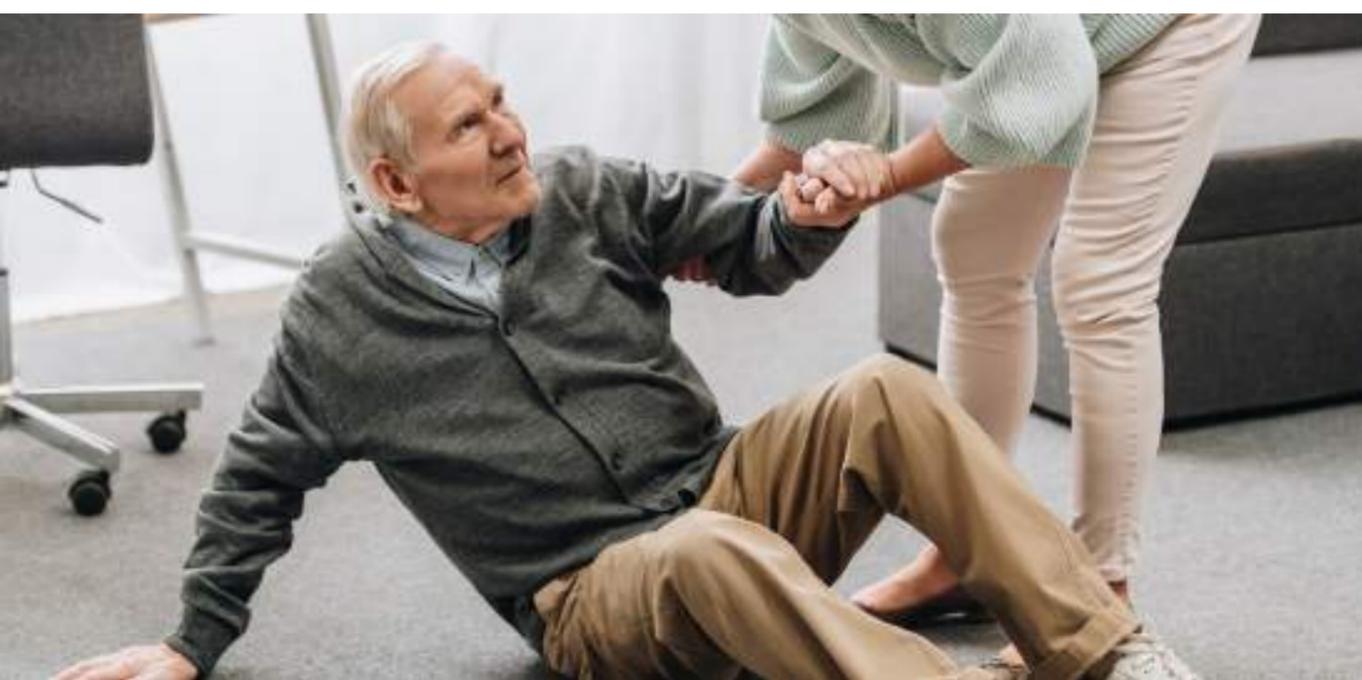
## What to do if you have a fall

Take several deep breaths to try to relax. Remain still on the floor or ground for a few moments. This will help you get over the shock of falling.

Decide if you are hurt before getting up. Getting up too quickly or in the wrong way could make an injury worse. Call for assistance from a Pathways staff member if one is close by. If no staff member is present and you wear a life-alert bracelet or necklace, press the button if you suspect you are injured.

If you think you can get up safely without help, roll over onto your side. Rest again while your body and blood pressure adjust. Slowly get up on your hands and knees, and crawl to a sturdy chair.

Put your hands on the chair seat and slide one foot forward so that it is flat on the floor. Keep the other leg bent so the knee is on the floor. From this kneeling position, slowly rise and turn your body to sit in the chair.



It is important to exercise safely. A physiotherapist can help you decide how to start exercising safely.

# Gentle Exercises to do at Home

<https://www.safeexerciseathome.org.au/>

Regular physical activity and exercise are vital for older people. They help maintain fitness, strength and balance and can improve thinking and mood. This assists older people in maintaining their ability to do daily activities and live independently.

Please talk to a health professional before you start an exercise program, especially if you have existing health, walking or balance problems. Many GPs and physiotherapists now offer telehealth appointments if you cannot make it in person. Aim to build up to 30 minutes of physical activity most days of the week. This can be a single 30 minute session, or several shorter episodes of activity. Remember even one 10 minute session is helpful and better than none.

## Tips for Staying Motivated

- Start with small changes.
- Choose activities you will enjoy.
- Plan your exercise.
- Make activity part of your daily routine.
- Tell someone about your exercise plans or write them down.
- Track exercises in a diary or calendar.
- Track your steps with a pedometer, activity monitor, phone app or smart watch.
- Gradually increase your exercise. For example, increase the number of steps you take each day.
- Vary your activities to keep them interesting.
- Focus on what you have achieved.
- Remember, any movement is better than none.

Remember to exercise safely. If you need assistance, a physiotherapist can help you decide how to start exercising safely.

The following exercises suit people who walk slowly, use a walking aid, feel unsteady while walking and picking things up from the ground, have medical conditions that limit activity, get some help with housework and other activities such as shopping.



## Bilateral calf raises

### Aim

To strengthen your calf muscles.

### Instructions

- Stand with your feet together holding onto something steady like your kitchen bench or a sturdy chair.
- Start with your heels on the ground.
- Rise up onto your toes.
- Lower your heels back to the ground.
- Repeat 5-10 times per set.



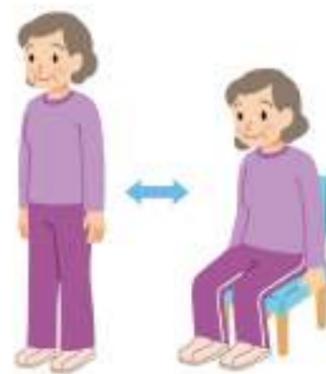
## Stand with narrow base of support

### Aim

To improve standing balance.

### Instructions

- Have a stable support nearby, so you can use your hands if you need to.
- Stand with your feet together.
- Practice maintaining the position for up to 30 seconds.
- If this is too difficult stand with your feet further apart.



## Standing up and sitting down

### Aim

To improve sit to stand ability.

### Instructions

- Sit on a chair or bed with your feet underneath your knees.
- Practice standing up and sitting down. Use your hands to assist you to stand up if necessary.
- Make sure your weight is spread equally through both legs.
- Repeat 5-10 times per set.

# Care Conferencing

## How to get a copy of your care plan

As an aged care resident, you have the right to safe and quality care and to live under the Aged Care quality standards, Standard 2 specifies that "I am a partner in the ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing."

At Pathways Residences we are committed to focusing on optimising your needs, preferences and goals and we do this in a few ways.

### Care conferencing:

Pathways Residences will ensure that all care and services will be developed and reviewed in conjunction with the resident or the person responsible and persons of their choosing.

### Care conferences are held with you:

- 4 – 6 weeks post-admission,
- Annually,
- As clinically indicated, and
- As requested by the resident or person responsible.

The care conference is an opportunity for all your care needs to be discussed and reviewed and provides the ongoing sharing of information. This is an approach that recognises that your decisions about your life are important to us. During the care conference you will also be provided with a copy of your current care plan.

If you would like to have a care conference to discuss and review your care needs, please contact the Care Manager for an appointment.

### Your Care Plan

A care plan is a document that we use to communicate your needs and preferences to our staff and includes information about your needs, goals and preferences, it also contains information about any relevant risk to your safety and health and other information relating to your care such as allergies, behaviour management strategies etc.

Care plans help support safe and effective care and services that are delivered to you. If you would like a copy of your care plan, please ask your Care Manager and they can provide this to you at any time and if there is any information you are unsure about, if you would like your care plan explained to you, if you would like it translated or in a different format or you require additional information to your care plan or for it to be changed again please speak to your Care Manager who will assist you with this.



# Crossword Puzzle & Sudoku

Brain games to help you stay in shape!

## ACROSS

- 1. Germ-controlled isolation
- 6. Chopped
- 10. Foolish
- 11. Southern US State
- 12. Flirt with the ladies
- 14. Varnish Ingredient
- 16. Sent by wireless
- 18. Misplaces
- 20. Curving inwards
- 22. Dietary need
- 23. Cut into small squares
- 25. Powerful people (3,5)
- 28. Past expiry time (3,2,4)
- 29. Short-lived fashion
- 31. Garden shack
- 32. Unrelenting

## DOWN

- 1. Questionnaire
- 2. From the menu ...carte (1,2)
- 3. Sports stadium
- 4. Counted
- 5. Excessively, ad ...
- 7. Photographs bones (1-4)
- 8. Identifying (disease)
- 9. Strong coffee
- 13. Ancient
- 15. Unusually advanced (child)
- 17. Intermittently (2,3,3)
- 19. On the ball
- 21. Hug
- 22. Sow's litter
- 24. Wash
- 26. Pawns
- 27. Sum owed
- 30. One-spot card



1.		2.		3.		4.		5.		6.	7.		8.
									9.				
10.						11.							
	12.	13.							14.				
15.													
16.				17.				18.				19.	
20.						21.		22.					
23.		24.				25.			26.				
													27.
28.									29.		30.		
31.					32.								

Across: 1. Quarantine, 6. Axed, 10. Inang, 11. Louisiana, 12. Womanise, 14. Resin, 16. Radioed, 18. Mistays, 20. Concaze, 22. Protein, 23. Cubed, 25. Bigshot, 28. Out-of-date, 29. Craze, 31. Shed, 32. Persistent. Down: 1. Quiz, 2. Ala, 3. Arena, 4. Tallied, 5. Nauseam, 7. Xrays, 8. Diagnosing, 9. Espresso, 13. Olden, 15. Precocious, 17. On-and-off, 19. Alert, 21. Embrace, 22. Piglets, 24. Bathg, 26. Hocks, 27. Debt, 30. Ace.

					7	5		
	5					4	8	2
9		6		8	2			1
					3		6	
		4		5		8		
	2		8					
2			6	3		7		8
7	6	8					1	
		1	9					

## Sudoku

To solve Sudoku, every number from 1 to 9 must appear in:

- Each of the nine vertical columns
- Each of the nine horizontal rows
- Each of the nine 3 x 3 boxes

### Did you know?

Mental abilities that tend to decrease with age include processing speed, reaction time, decision making, short-term memory, and planning skills. Brain training may be helpful for sharpening these abilities, and it may help reduce the risks of some age-related memory problems.



# Dementia

By Dementia Australia ([www.dementia.org.au](http://www.dementia.org.au))

## What is dementia?

Dementia describes a collection of symptoms that are caused by disorders affecting the brain. It is not one specific disease.

Dementia affects thinking, behaviour and the ability to perform everyday tasks. Brain function is affected enough to interfere with the person's normal social or working life.

## Who gets dementia?

Most people with dementia are older, but it is important to remember that not all older people get dementia. It is not a normal part of ageing.

Dementia can happen to anybody, but it is more common after the age of 65 years. People in their 40s and 50s can also have dementia.

## What causes dementia?

There are many different forms of dementia and each has its own causes.

The most common types of dementia are Alzheimer's disease, Vascular dementia, Dementia with Lewy bodies, Frontotemporal Lobar Degeneration (FTLD), Huntington's disease, Alcohol related dementia (Korsakoff's syndrome) and Creutzfeldt-Jakob disease.

## Is it dementia?

There are a number of conditions that produce symptoms similar to dementia. These include some vitamin and hormone deficiencies, depression, medication clashes or overmedication, infections and brain tumours.

It is essential that a medical diagnosis is obtained at an early stage when symptoms first appear, to ensure that a person who has a treatable condition is diagnosed and treated correctly.

If the symptoms are caused by dementia, an early diagnosis will mean early access to support, information, and medication should it be available.

## Can dementia be inherited?

This will depend on the cause of the dementia, so it is important to have a firm medical diagnosis. If you are concerned about the risk of inheriting dementia, consult your doctor or contact Dementia Australia to speak to a counsellor.

Most cases of dementia are not inherited.

## What are the early signs of dementia?

The early signs of dementia are very subtle and vague and may not be immediately obvious. Some common symptoms may include:

- Progressive and frequent memory loss
- Confusion
- Personality change
- Apathy and withdrawal
- Loss of ability to perform everyday tasks.

## What can be done to help?

At present there is no prevention or cure for most forms of dementia. However, some medications have been found to reduce some symptoms. Support is vital for people with dementia. The help of families, friends and carers can make a positive difference to managing the condition.

## Dementia risk reduction

Being brain healthy is relevant at any age, whether you are young, old or in between. However, it is particularly important once you reach middle age as this is when changes start to occur in the brain.

While we cannot change getting older, genetics or family history, scientific research suggests that changing certain health and lifestyle habits may make a big difference to reducing or delaying your risk of developing dementia.

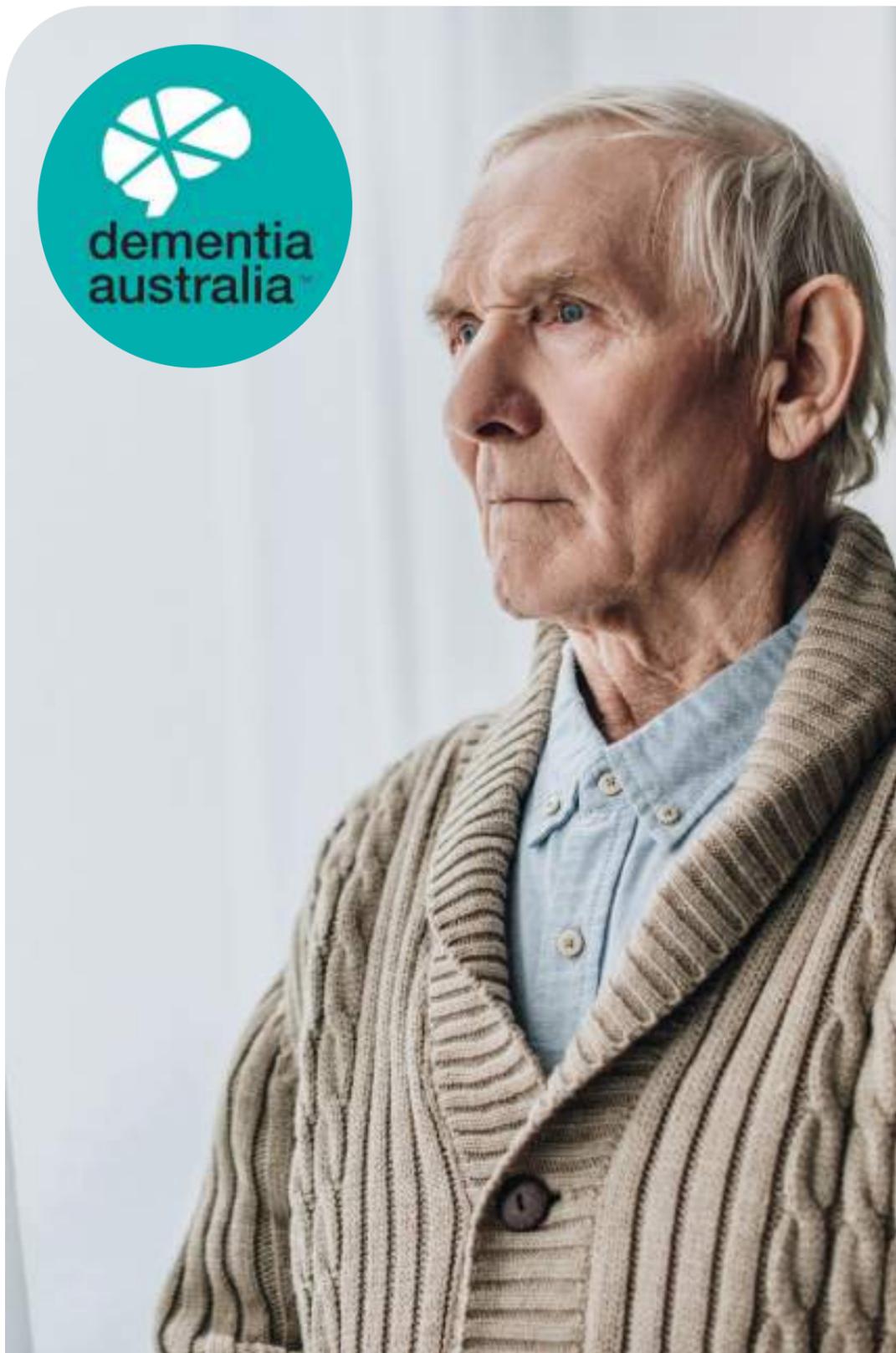
There are 12 recommendations for reducing risk for cognitive decline released by the World Health Organisation:

- Be physically active
- stop smoking
- eat a balanced diet, like the Mediterranean diet
- drink alcohol in moderation
- cognitive training
- be socially active
- look after your weight
- manage any hypertension
- manage any diabetes
- manage any cholesterol
- manage depression
- look after your hearing and manage hearing loss.

Dementia Australia, the new voice of Alzheimer's Australia, is the national peak body for people, of all ages, living with all forms of dementia, their families and carers. It provides advocacy, support services, education and information.

For more information on the support services provided by Dementia Australia, contact the National Dementia Helpline on **1800 100 500**.

To learn more about the Memory Support services at Pathways Residences Cronulla Pines, contact the home directly on **(02) 8522 1000**.



## PATHWAYS

CRONULLA PINES

**For all enquiries, bookings and activity programs, speak with your Resident Liaison who can assist with providing any information you require. For all other methods of contact, please see below.**

Opened in August 2016, Pathways Cronulla Pines is a purpose built aged-care facility with Memory Support Community, located on Sturt Road, Cronulla.

**Address:** 35 Sturt Road, Cronulla NSW Australia 2230 | **Phone:** (02) 8522 1000 | **Email:** [enquiries@pathways.com.au](mailto:enquiries@pathways.com.au)