



Sunnyside Snippets

MARCH 2021

FOOTY TIPPING

Footy tipping is underway with many residents participating.

Top 3 after round 4	
Bill	25
Rose	23
Dorrie	22



BIRTHDAY

Ellen celebrated her birthday this month. A lovely afternoon tea was provided by our wonderful catering staff, with a beautiful sponge cake to celebrate, which all the residents enjoyed.



COOKING

Frank has picked plenty of apples from our garden. We have spent several afternoons peeling and cutting up apples for stewing.



We turned the stewed apples into muffins and a lovely apple slice.

Many hands helping out, all working together.



Lots of chats were had about favourite apple recipes the residents used to cook at home. Yum.

1ST GRANDSON FOR CLAIRE

Tobias, known to all as Toby, is three weeks young in this photo, Easter Sunday, with a beautiful Sunnyside bear from Grannybear! What a beautiful Easter gift for Claire, her first grandchild ♥.



KNITTING

Dot, has been busily knitting gorgeous teddies to sell on our Sunnyside craft stall. She has also been donating knitted pouches for wildlife.



We have a large number of residents who enjoy our knit and natter each week, knitting squares for a rug, teddy bears and other items.

SOLAR PANELS

The 2019/2020 donation from the Sunnyside Ladies Auxiliary (op shop) funded the solar panels that were installed on Sunnyside's rooftops over March.



NEW RESIDENTS

February we welcomed Janette, and in March we welcomed Jane, to Sunnyside. We hope you have all had a chance to introduce yourselves to our new residents and make them both feel very welcome.

VALE

During February and March we farewelled Richard, Nancy and Betty.

To their extended family and friends, we offer our sincere sympathy and trust we served them well during their stay with us.



NEW STAFF

During February and March we welcomed the following new staff members to our Sunnyside team:



Bernadette Moore –
Personal Care Worker



Nirmal Rana –
Personal Care Worker



Pranisha Chitrakar –
Registered Nurse



Julie Rees –
Catering



Pema Thing –
Registered Nurse



Olivia Fenton –
Catering / Domestic



Colleen Ryan – Personal
Care Worker

Please make them feel welcome.

AUSSIE AUSSIE AUSSIE

Our resident cat, Aussie, continues to delight staff and residents with his visits and snuggles.



MORNING MELODIES

Our residents were excited to learn Morning Melodies had commenced once again. A very enjoyable time was had by all who attended. A big thank you to the catering staff for providing a lovely BYO lunch for the occasion.

Morning Melodies Returns

at the Five Star Function Centre,
Camperdown Football Club
Wed. March 31st, 11am. – 2 pm.

Featuring

Allan Webster and Bidge Boyd
With Special guests The Cartwheels.



CEO REPORT

Sunnyside's residents will receive their COVID-19 vaccinations from Aspen Medical, coordinated through the West Primary Health Network (West PHN). To date we have not been scheduled to receive these before 10 May 2021.

To ensure our residents are at minimal risk of contracting the seasonal flu, we commenced their vaccinations on Saturday, 10th April 2021 (Robinson Street) and will complete them on Thursday, 15th April 2021 (Camperdown Clinic).

As previously required, all staff and visitors to Sunnyside must have a current flu vaccination, documentation of this to be given to reception.

Wishing you all a "bug free" autumn.



Claire Schmierer
Chief Executive Officer

SUNNYSIDE PHOTO CORNER





SUNNYSIDE HOUSE INC.
Aged Care Facility
RACS ID 3015
909 625

Registered No. A0023949D

ABN: 50 319

Vision: Create secure and friendly surroundings and continue the delivery of quality care to all residents

8th April 2021

Dear residents, families and friends

Re: Influenza vaccinations 2021

Winter is fast approaching and brings with it an increased risk of viral respiratory illnesses in the community. While all types of respiratory viruses can cause sickness in the elderly, influenza (commonly called 'the flu') is a particularly contagious infection which can cause severe illness and death for vulnerable people.

The 'flu' season

In Victoria the 'flu' season generally occurs between April and October. Residential care services, including Sunnyside House Inc. (Sunnyside) are particularly susceptible to influenza outbreaks during this time. Even when services actively try to prevent outbreaks occurring, many external factors (like the strain or type of the flu virus) may lead to residents or staff contracting the 'flu' and result in outbreaks in residential care services.

Families, friends and other social contacts play an important role in protecting residents from community viruses. Practical steps to take to prevent influenza from entering residential care facilities are outlined below.

Vaccination

Having the influenza vaccination will protect you, your children, people with chronic conditions or low immunity and elderly relatives. It is important to have your influenza vaccination every year as the vaccine changes to reflect the expected (or most common) strain or type of influenza. Encouraging others to get their influenza vaccination, particularly your elderly relatives in residential care services and everyone who visits them is the best way to prevent influenza infection.

As part of Sunnyside's policy regarding onsite visiting, it is an ongoing requirement that all visitors (including contractors) have a current flu vaccination, unless they hold a valid, current medical exemption. Entry to Sunnyside will documented proof for all vaccinations.

The influenza vaccination is free for children between six (6) months and five (5) years of age, people aged 65 and over, pregnant women (in any stage of pregnancy), most Aboriginal and Torres Strait Islander people, and individuals with certain medical conditions. Discuss vaccination with your local pharmacist or general practitioner.

Avoid spreading illnesses

Washing your hands well with liquid soap and warm water or hand sanitiser before and after visiting and after coughing or sneezing will help reduce the spread of disease. Cover your mouth with a tissue or your elbow (not your bare hand) when coughing or sneezing and dispose of used tissues immediately and wash your hands.

Follow any guidelines Sunnyside has put in place

Signs will be posted at entrances and within wings to inform visitors if an outbreak is occurring. Families and contractors will be notified as soon as possible.

Visiting opportunities may be reduced or limited to “over the fence” and or iPad visiting, depending on the scale of the infections.

It's also important to follow the infection control guidelines as directed by Sunnyside staff. This may include wearing a disposable face mask and/or other protective equipment (gloves, gowns) as instructed. Certain group activities may be postponed during an outbreak.

Stay away if you're unwell

If you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (fever, sore throat, cough, muscle and joint pain, tiredness/exhaustion, changes in taste/smell) please do not visit Sunnyside until your symptoms have resolved.

Limit your visit

If there is an outbreak and there are opportunities for onsite visiting, you are only to visit the person you have come to see. Children are not to visit if they or your resident family member is unwell. To reduce the risk of spreading the infection, time in communal areas will not be possible during an outbreak.

Thank you for your assistance in adhering to these steps. These measures will greatly assist Sunnyside and other residential care services as well as protect the health of your relatives in the event of an influenza outbreak this season.

Should you require further information regarding the influenza season and outbreaks in residential care services please refer to the website below:

<https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/respiratory-illness-management-in-aged-care-facilities>

Yours Sincerely



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What is the SIRS?

Serious Incident Response Scheme

A fact sheet for aged care consumers

As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect.

The Serious Incident Response Scheme (SIRS) is a new Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home.

The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

Underpinning the SIRS is a requirement for residential aged care providers to have in place an effective incident management system – a documented set of protocols, processes and standard operating procedures

- to manage all incidents, respond to incidents, and take steps to make sure they do not happen again. The incident management system covers a broader range of non-reportable incidents and include incidents that involve staff or visitors.

Why is the SIRS important?

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents.

The SIRS underscores the vital importance of an incident management system in

helping every residential aged care service to effectively manage risks to their residents.

The SIRS also introduces explicit obligations for providers to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (Commission) than is currently required under compulsory reporting obligations. This includes reports of all incidents that are alleged or suspected to have occurred, or witnessed, between consumers of an aged care service, including where the consumer who commits the

incident has a cognitive or mental impairment (such as dementia).

How will you benefit from the SIRS?

The SIRS will reduce the risk of abuse and neglect for people living in residential aged care homes.

SIRS and the requirement for providers to have an effective incident management system in place will:

- reduce the chance of you being subject to abuse or neglect in aged care
- help you access support sooner and on an ongoing basis if a serious incident affects you
- reduce the likelihood of the serious incident happening again.

When will the SIRS commence?

Subject to the passage of legislation through the Federal Parliament, from 1 April 2021, residential aged care providers must report all 'Priority 1' incidents within 24 hours. 'Priority 1' incidents include those that cause or could reasonably have caused physical or psychological injury or illness requiring some form of medical or psychological treatment. From 1 October 2021, all 'Priority 2' incidents – reportable incidents that do not meet the criteria for 'Priority 1' – must also be reported within 30 days.

How does the SIRS relate to other requirements your aged care provider must meet?

The SIRS will sit alongside, and complement, other requirements that aged care providers must meet.

All providers must comply with the [Aged Care Quality Standards](#) which detail the standards of care a person can expect as an aged care consumer. For example:

Standard 8 – Organisational Governance

Requires approved providers to have in place effective risk management systems and practices that enable them (among other things) to manage high-impact risks associated with the care of consumers, and to identify and respond to abuse and neglect of consumers.

Standard 6 – Feedback and Complaints

Requires approved providers to demonstrate that an [open disclosure](#) process is used when things go wrong in providing care for consumers.

A provider is also legally required to help consumers understand their rights under the [Charter of Aged Care Rights](#).

Taken together, the above requirements reinforce the importance of aged care providers having an effective incident management system in place.

What is an incident management system?

An incident management system is a set of processes and procedures used to prevent, manage and respond to incidents. This system should support an aged care provider and their staff to take appropriate action when there is an alleged, suspected or witnessed incident.

Appropriate action includes:

- action to remove consumer/s from harm and to reduce or address the impact on any consumer/s
- contacting and meeting with consumers, their family and representatives to discuss the incident and explain the response to prevent reoccurrence
- identification and immediate internal reporting of the allegation, suspicion or witnessed incident, with appropriate escalation to senior staff of serious incidents
- documenting the incident
- further investigation by the provider if warranted
- reporting to external authorities within statutory timeframes, including the police and the Commission.

What is a reportable incident under the scheme?

A reportable incident includes any of the following:

Serious incidents include those where consumers experience:	Examples:
Unreasonable use of force	<i>hitting, pushing, shoving or rough handling.</i>
Unlawful sexual contact or inappropriate sexual conduct	<i>sexual threats or stalking, or sexual activities without consent.</i>
Neglect	<i>withholding personal care, untreated wounds, or insufficient assistance during meals.</i>
Psychological or emotional abuse	<i>yelling, name calling, ignoring a consumer, threatening gestures or refusing a consumer access to care or services as a means of punishment.</i>
Unexpected death	<i>in the event of a fall, untreated pressure injury, or when the actions of a consumer result in the death of another consumer.</i>
Stealing or financial coercion by a staff member	<i>if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the consumer.</i>
Inappropriate physical or chemical restraint	<i>where physical or chemical restraint is used without prior consent or without notifying the consumer's representative as soon as practicable; where physical restraint is used in a non-emergency situation; or when a provider issues a drug to a consumer to influence their behavior as a form of chemical restraint.</i>
Unexplained absence from care	<i>this occurs when the consumer is absent from the service, it is unexplained and has been reported to the police.</i>

Under the SIRS, an allegation, suspicion or witness account of any of the above serious incidents must be reported to the Commission.

What is the role of the Aged Care Quality and Safety Commission?

The Commission will be responsible for administering the SIRS and will receive serious incident reports from aged care providers. The Commission will have the power to take regulatory action where appropriate to address non-compliance with provider responsibilities, and will have new powers to issue compliance notices for suspected non-compliance with SIRS obligations.

The Commission will publish information regularly on the operation of the SIRS, and this information will be expanded over time.

For more information about SIRS, visit agedcarequality.gov.au/sirs

How can I make a complaint about my aged care home?

If you feel comfortable, we encourage you to raise your concern with the staff or managers of the service first as this is often the best way to have your concern resolved. All aged care providers are required to have a complaints system in place.

Alternatively, the Commission provides a free service for anyone to raise a concern about the quality of care or services provided to people receiving Australian Government funded aged care.

Find out more at agedcarequality.gov.au or call **1800 951 822**.

Accessing the Older Persons Advocacy Network (OPAN)

Sometimes making a complaint on your own can be difficult. There are several options for support to make a complaint.

OPAN supports older persons and their representatives to effectively access and interact with Australian Government funded aged care services and have their rights protected.

OPAN can be reached on **1800 700 600** or by visiting opan.com.au.



Phone

1800 951822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City