

DOROTHY IMPEY HOME

Developing In Harmony

SEPTEMBER 2019

To Staff of Dorothy Impey Home

BANK ACCOUNTS

If you plan on closing your bank account that is linked to your Salary Sacrifice (or your wages) it is vital that you inform Payroll **prior** to closing it. Failing this, you won't get paid.

CONTACT DETAILS

If your contact details change (e.g. address, mobile number, email address, etc.) please inform the office.

EBA

Thank goodness this has finally gone through. Why does everything need to be so complicated.

CPR

Everyone was very impressed with the facilitator who ran the CPR workshop. Initially it was for nurses but due to unforeseen circumstances, we had conducted another session for staff to join in. We will repeat this training next year.

DEMENTIA WORKSHOP

I hope everyone who participated in the Dementia Workshop got some ideas from the session. There was so much to learn. Always remember that the learning never stops.

BEYOND BLUE WORKSHOP

This workshop will be held late October/beginning of November. I hope to have details soon.

LIFT YOUR LID ON MENTAL HEALTH

It is World Mental Health Day on Wednesday 10th of October and Rotary is celebrating "Lift your Lid on Mental Health" as part of this important day.

I am hoping that you will join in by wearing a hat and pay \$1 donation for participating. If you decide not to wear one you can make a donation of \$2. There will be prizes and the money collected will be given to Australian Rotary Health to support them in their work.

Let us have a bit of fun as well as contributing to this is a worthwhile cause.

On Wednesday 10th of October, let us wear our hats!

R U OK DAY

Thank you to everyone for participating in this day. It was good to know someone was there to ask if you were ok. It was wonderful that residents were asking each other if they were ok.

ROYAL COMMISSION

I am receiving so much reading material from the Royal Commission. I had someone ask me this morning how many carers we had for each resident. I asked why they were asking and they said that they had heard of one place that had 40 residents to one carer. I suggested that sounded very unlikely and they should not believe everything that they hear.

Organisations are finding it hard as their bed occupancy is down. It is said that it is because of the Royal Commission. Another article said the Government is happy because they do not have to fund as many beds.

“DONT CALL ME SWEETIE”

The curious case of Aged Care Language and Terminology

This area comes under Dignity.

I have attached an article on this subject.

ACFI FUNDING

It is extremely important that the ACFI is done on time and accurately otherwise we miss out on payment. Please help. This is what pays your salary.

We have four vacant beds. Hopefully we have new residents taking two up shortly.

ELVIS

The “King” has returned. He is a yellow canary named Elvis and he loves to sing. Elvis resides on the First Floor near the Leisure and Lifestyle office.

NATIONAL PHARMACIST DAY

On Wednesday, 25th September we celebrated National Pharmacist Day. We gave flowers and a card to Chris, Sophie and Shireen at Kent Road Pharmacy to thank them for their continued support.

ANNUAL GENERAL MEETING

The 55th Annual General Meeting will be held on Tuesday 15th of October at 6 pm. All residents and staff are welcome.



DAYLIGHT SAVINGS

Daylight savings starts on **Sunday, 6th October**, so don't forget to turn your clocks forward an hour and remember to help our residents with theirs as well.



TUPPERWARE

The Tupperware party has enabled us to get a prize for our Christmas Raffle. Thank you to everyone who supported the event.

ROTARY CLUB OF BROADMEADOWS RAFFLE

We have tickets for the above raffle. They are \$1 each and we get back the \$1 to go towards our fundraising efforts.

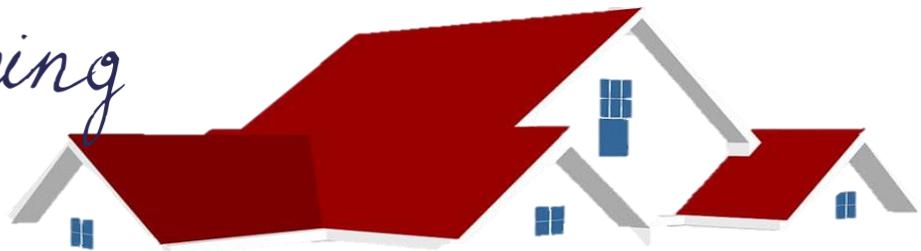
BUNNINGS BBQ

If you have time on Saturday, 7th of December to come for a couple of hours to help with the barbecue at Bunnings it would be most appreciated.

CHRISTMAS RAFFLE AND STALL

It is almost that time of the year again where we will be setting up our Christmas Stall and Raffle.

*Housekeeping
Requests*



COFFEE SHOP

Don't forget that Helen and Margaret are volunteering in the Coffee Shop Wednesday through to Friday.

They are open to suggestions that you may like to make.

EMERGENCY FORM

Please return your completed Emergency forms. This is done for a reason not just for fun.

POLICE CHECKS

As mentioned last time only Police checks from Victorian Police will be accepted. Others such as CV check, Fit 2 Work checks and Crim checks will not be accepted.

ONLY VICTORIAN POLICE CHECKS. If you have received a letter, please attend to this matter as it is urgent.

STAFF ROOM

I am wondering if there is a problem regarding washing your dishes.

MAINTENANCE

Please report any maintenance issues via Manad. **Most importantly please take care of all equipment.** Repairs do not come cheaply.

UNIFORMS

I have put the order in for Nurses and Carers who have given me their size. The kitchen order will be next.

SOCIAL MEDIA

Please be remember that you have signed a social media policy.

THANK YOU

I know it gets hard at times but can I relay that families have been so grateful for the love and care you have given to their family member.

Take care

Heather

*Together we can
change the world, just
one random act of
kindness at a time.*

Ron Hall



“Don’t Call Me Sweetie” – The Curious Case Of Aged Care Language And Terminology

By Jakob Neeland. Sep 12, 2019

While the spoken word is often thought of as a basic form of communication, the choices that we make in regards to the language we use are dependant on a variety of complex influences and circumstances.

As children, we learn quickly that the way that we speak with our friends is not necessarily appropriate when addressing others, and the social rules and regulations regarding our language choices become more intricate as we continue to grow and venture into the workforce.

The word ‘care’ is an extremely broad term, and those of us in the aged care industry often have different ideas regarding what the key focus-point of that word should be when ‘providing care’ is framed as an action.

The clinical aspect of providing care has long been viewed as the most important component of an elderly person’s aged care experience, but the intense spotlight of the Royal Commission has revealed that ensuring aged care residents feel valued and respected is more important than anything else.

There can be no doubt that the way in which a person is spoken to has a profound impact on the way they feel, and the everyday language and terminology being used by staff to address residents has suddenly become a hot topic for debate.

But the jury is still out on whether a change is needed, and if so, exactly who we should be taking our advice from.

Recently, The Aged Care Quality and Safety Commission released a [video](#) outlining the new Aged Care Quality Standards, which mentioned the current shift in terminology from calling elderly people ‘care recipients’ to ‘consumers’.

A recent survey conducted by HelloCare asked, “What would you prefer to be called if you lived in a nursing home?”.

A whopping 91 percent of the 1,600 respondents said they would prefer to be called a ‘resident,’ while only nine percent said they wanted to be called a consumer.

Comments from aged care staff surrounding this issue revealed that a number of aged care facilities have begun instructing staff to use the word ‘consumer’ when referring to their elderly occupants, which has resulted in backlash from both staff and the residents themselves.

The majority of feedback revealed that the term ‘consumer’ felt very cold, and one commenter revealed their facility went back to using the term ‘resident’ after some debate with management.

Craig Gear, chief executive officer of the Older Persons Advocacy Network (OPAN), told HelloCare, "We have heard a lot recently about the challenge with the term consumer."

"The use of the word 'consumer' is intended to convey legal consumer protections," he said.

"It has been criticised as implying choice and a market, when often there isn't one."

Terms Of Endearment?

Unsurprisingly, calls for the policing of language in aged care have not ended with the term 'consumer'.

A groundswell of support has continued to bubble up for names such as 'sweetie' and 'dear' that are commonly used as terms of endearment by staff towards their residents.

Commonwealth Aged Discrimination Commissioner, Dr. Kaye Patterson, spoke candidly at the Royal Commission in June of this year, claiming that terms like "dear" and "sweetie" reinforce negative stereotypes and infantilise elderly people.

"People don't see them as the person they are and have been and, for example, belittling comments, you know, "Dear. Sweetie," not calling somebody by their name, or some older people prefer to be called by Mr. and Mrs. Jones or whatever," said Dr. Patterson.

"Not respecting them as people who have a history, who still love, who still care about their grandchildren, who still are whole human beings and shouldn't be infantilised by an unbiased attitude of people thinking they're lesser persons because they're now in care."

One of the real problems that people in the industry face when grappling with an issue as complex as language and terminology, is the fact that most verbal interaction is dictated by the relationship between those engaging in the conversation.

One of the key components of building a bond with someone is going beyond the realms of formal conversation and part of that can involve developing nicknames and pet names for each other, in fact, developing relationships where you engage in conversation on this level could actually be a great sign that an aged care worker knows and understands the resident.

Furthermore, there is also the glaringly obvious fact that everybody is different, and the same words being touted as infantilising may actually be the preferred words of conversation for a large number of elderly people.

The Last Word

The list of issues that aged care staff are being forced to deal with has grown significantly over the last three decades, and the winds of change sweeping through the industry are bound to yield additional tasks that will put even more of a strain on the valuable time staff get to spend with residents.

While there has not been a lot of iron-clad regulation on language yet, the prospect of this occurring is not far fetched given the propensity of intense media scrutiny to result in knee-jerk reactions.

Policing well-intentioned words would also add more stress to an already stressful environment.

Ensuring that aged care residents feel they are being treated with dignity should be at the forefront of every provider's mission, and part of that is understanding people's personal preferences.

Surely, staff that has been deemed competent enough to be able to provide care for vulnerable human beings should also be capable of understanding the effects their words have on residents and using terminology that best suits their individual relationships with them.

And, if all else fails, asking a resident how they prefer to be addressed seems like a fairly simple solution.