

# KALOMA CHRONICLE

## APRIL 2021 EDITION

Locked Bag 3006

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# Director of Nursing / Facility Manager

## Tenneille Aguilar

***“Life is a Journey, not a race”***

Hello Family and Friends of Kaloma,

Here we are in April which for many people is a very busy time of year celebrating Easter and remembering those who have given the ultimate sacrifice for our country with the observance of ANZAC Day. There have been quite a few service men and women who have lived at Kaloma over the years so ANZAC Day is certainly something very dear to the hearts of our staff and of course the rest of Australia.

Speaking of staff Kaloma is one of the biggest employers in town. All of our staff undergo on the job training and are enrolled in a Nationally Accredited Training Program. We have had quite a number of young adults join our team and Kaloma is very pleased to be able to offer them a chance at entering the workforce and giving them a qualification they can go anywhere with. Being in a rural location it can be quite difficult for young adults to get a starting chance in the workforce so we endeavour to give back to our Goondiwindi community by hiring locally and increasing the skilled workforce in the bush.

Kaloma has also developed a comprehensive training program for all their care and nursing staff to continue their professional development.

Also, 2021 is the first year Kaloma has developed a New Graduate Registered Nurse program targeted specifically to bring Registered Nurses from the city out in to the region. We are hoping they will fall in love with the Goondiwindi community just like the rest of us have, and stay living here when the program is completed.

For my last note on our staff the awards for the month have gone to 3 people. It was a tie and so 3 people received an award this month. Ben Cilento received the “Achievement Award” for his continuing dedication to Kaloma. Ben works as both care staff, lifestyle and home care. He is particularly gifted when it comes to caring for gentlemen with dementia and we have so many compliments from families and residents about him.

Tia Dillon also tied for this award, Tia is the co-ordinator of our lifestyle program and is always going the extra mile to keep things exciting and interesting especially during periods of restriction from Covid. Lastly, Dana Jeffreys who is another one of our care staff tied in first place. Dana has been on holidays these last few weeks and she has certainly been missed around Kaloma. Dana is definitely a person you would describe as a quiet achiever and has always had the respect and admiration from other staff for her gentle and caring nature.

If anyone would like to come and see me regarding any questions or concerns or just to pop in and have a chat my door is always open or you can call Kaloma directly.

Until next time,

Tenneille

# Who is Who at Kaloma



Clinical Staff



Safety, Maintenance  
and Groundsmen



Personal Carers



Housekeeping and Catering



Community Carers



Lifestyle



# Kaloma's April Quality Activity Report

The new Quality Standards were introduced across all aged care programs on 1<sup>st</sup> July 2019. The new Quality Standards are eight in number with a significant focus on the consumer receiving individualised person-centered services and support of their choosing. Our practices do not have to change significantly – as you would be aware, Kaloma has provided person-centered care for a very long time. The key points that staff always remember is that care is to be based around what the consumer and/or their representative chooses after they make an informed decision.

Quality is evidenced in many ways and includes feedback from complaints, consumer feedback, resident's meetings, satisfaction surveys, staff meetings, incidents and accidents and improvements that come from these; and the outcome of the annual schedule of surveys and audits. At Kaloma we are genuine in our approach to strive toward providing the best services by competent qualified staff, to residents and home care clients. We have underway an annual schedule of surveys and audits with the results benchmarked against 35 other services.

A suggestion Box is located at the Sign-In desk at the main reception. Please take the opportunity to record your comments on one of the suggestion forms and place in the box provided. Home care clients are able to ask for a Suggestion Form and one will be provided to you. Kaloma's policy is for staff to log a complaint or comment on the system which then automatically goes via e-mail to the Director of Nursing/Facility Manager. We pledge prompt action without fear of retribution. By raising your concerns, it helps us to improve what we do in the future for others as well.

## Plan for Continuous Improvement

### Quality activities completed 2021

- Dedicated on site Nurse Educator 1 day per fortnight to organize face to face training, one on one and extra support for nursing and care staff.
- NPS MedicineWise Pharmacist delivery of face to face education for our Clinical Nurse and Clinical Nurse Assist regarding minimizing use of psychotropic medications in residential aged care.
- Introduction of 3 monthly skills days for care staff to refresh their basic care and observation skills.
- TAFE QLD site visit to deliver face to face infection control training which is a nationally accredited unit of competency in many Australian Health related Qualifications.

Further structure to orientation and induction processes for new staff as well as improvement to follow up and feedback processes from new employees.

## Results of Audits

*An audit was conducted regarding Pain Management. The Audit looked through documentation regarding pain assessments and interventions as well as the management of pain following a fall. Overall the result achieved the recommended benchmark of 85% compliance. One area which needed improvement was the ongoing documentation of a "Pain Chart" for 3 days following a fall regardless of whether or not the consumer reported pain or identified pain in the following 3 days. Kaloma has now updated its pain management practice to include a 3 days' pain assessment and chart to be automatically completed following a fall regardless of type of injury (if any).*

## Staff Quality Logs –

*A quality improvement has been made to "revamp" Brigalow wing (the secure dementia specific wing) for it to be more in line with Montessori Principles. Using the Montessori approach supports both the person and the environment which is adapted to support memory loss and independence. Dementia isn't something we can do much about, the only way we can help is by changing the environment and the result is that people living with dementia are able to make meaningful contributions, engage in meaningful activities as well as having the opportunity to maintain, and even restore function. The approach is flexible, innovative and grounded in research and the staff of Kaloma are very excited to make the environmental changes where possible.*

*Regards from Mary, Jo, and Tenneille*



# Kaloma's Remembrance

## Garden



### Remembering Rita 'Biddy' Rose

Our lovely Biddy Rose, sadly passed away on the 15/03/2021 in the presence of her daughter. Biddy was able to make anyone giggle with her sharp wit and infectious laugh. Biddy was in Kaloma with her late sister Josie Vetter. They were two peas in a pod. Biddy is remembered by her five children and extended family and friends who adored her very much.

We dearly miss Biddy here at Kaloma.

May she rest in peace



## **New Staff**

Dakota Conlon—PCA

Montana Carlile—PCA

## **New Residents**

Don Obrist

Lynette Taylor

Rosemarie Eveleigh

Leon Teitzel

Introducing...

# #funfactfriday

The tallest chocolate Easter egg made to this day was recorded in Italy in 2011. It measured in at 10.39 metres in height and 7,200 kg in weight. Now that is taller than a giraffe and heavier than an elephant!



**STROMA**



# NOTICE BOARD

**ALL visitors must enter Kaloma via the front door**

QR Code Check in and Check Out

Please use your phone camera

## BASIC DAILY CARE FEE

We remind everyone that the Basic Daily Care Fee is set by the Department of Health and Ageing and is payable by all Resident's (respite or permanent). This fee is not claimable through Medicare.

## CHANGE OF DETAILS

If you have changed your address, or contact details, please advise our admin staff to ensure all records are kept up to date.

## RESIDENTS PETTY CASH

Please ensure that this onsite account is topped up regularly. This account is used for haircuts, outings and other miscellaneous items your loved one may want.

## HAIRDRESSER PRICE LIST

Cut—\$25

Shampoo and Set—\$25

Colour—\$50

Perm—\$ 50

This is deducted from Residents Petty Cash

## VISITOR MEALS

If you would like to have lunch with your loved one while visiting Kaloma, please order prior to 10am with Administration Staff. The cost is \$9 payable to Admin Staff.

Unfortunately, we cannot cater for large groups.

## UNCLAIMED CLOTHING / NON MARKED CLOTHING

If your loved one is missing items of clothing please speak to the Supervisor or Administration Staff.

Clothing Labels can be ordered with Administration at a cost of

50 label's—\$ 65

100 label's—\$ 130

This includes the application of labels by Laundry Staff

## EMAIL CORRESPONDANCE

If you have an email address and would like to receive information by email, please email us at

[Don.fm@kaloma.org.au](mailto:Don.fm@kaloma.org.au) or [admin3@kaloma.org.au](mailto:admin3@kaloma.org.au) to be added to the mailing list. This is for information only and not for account statements.



# Community News



Hello and welcome to our April edition of the Kaloma chronicle. It is vitally important that if you OR any family member that lives in the same home as you, is feeling unwell you must phone Coordinator Jo 0411031136 to notify before staff enter your home. It is too late once staff have entered your home to stop the spread of infections this is to protect them and other clients.

Thank you to all the clients who returned the forms about what services they would like over the upcoming public holidays for Easter, Anzac day and the show as you are aware public holidays cost a higher rate of service then normal calls

As you all know we are currently having a mice plague and I would like to ask if any one has any tips to help keep them outside. I have an elusive one that I can here scratching around my bedroom at night that just won't get in the trap.

As the weather will start to cool down now is a good time to start speaking to your Doctor about having your flu needle and also thinking about and talking to your doctor about the covid-19 vaccination as well. Kaloma staff have the opportunity to have both of these vaccinations if they choose to do so, it is one of the many ways Kaloma keeps our residents and clients safe.

With our current clients' needs Our operating hours are as follows week- 8am until 14.30pm, (please note only one carer is working on weekends) however these can change to reflect our client's changing needs or new clients. Due to the increasing amount on non-emergency after hours' phone calls coordinator Jo is receiving if you are requiring assistance after hours please phone Kaloma 46711422 and they will pass along the message, otherwise Jo will return your call on the next working day please note coordinator and 2ic are available Monday to Friday (except public holidays) during the same hours. If it is an emergency contact 000

If you are requiring assistance to appointments, we ask that you give us a minimum 2 weeks' notice otherwise we may not be able to accommodate and assist you to these appointments as we currently have very full days and need time to jumble around to accommodate. If you are able to attend appointments independently we suggest using Care Goondiwindi's fantastic medico service for a gold coin donation, this is a great service offered to our community for medical appointments that we do not want to lose.

Isn't all the rain we are having lovely, I measured 98mms in total on Tuesday 23<sup>rd</sup>, hopefully it is falling in our catchments

Reminder—clients are welcome to come for activities daily during the week and to stay for a lunch meal. We have some clients who regularly attend Kaloma for respite to give their carers\ loved ones a short break. Whilst at Kaloma they are with a home care staff member - attending activities, having a lunch meal, drive around town. Our clients that do come up to Kaloma always say how much they enjoy their time here. Did you know we offer in home respite for clients who's carers needs a little me time and rest, we usually bring those clients to Kaloma for activities and meal



#### Lawn Mowing & Gardening:

Just a quick message from Paul Phillips (Lawn mowing provider) ... Please do not panic if I don't get to your place within the month, please do not get worried about your grass becoming long especially after the rain. I am coming, I will get to you. As you can imagine I can get very busy after the rain, the grass needs to dry out before mowing then it thickens up and takes longer to cut. Please don't think I have forgotten you or that I'm not coming everyone wants their lawn cut and I am only one man have a little patience.

I must say that Paul is very accommodating and does a fabulous, he keeps an eye out on all our clients lawns that he assists with and does go above and beyond.

Appointments: If you are requiring assistance to appointments, please notify at least 2 weeks in advance to assist with rostering of our staff as the majority of our home care staff members also work in Kaloma. This also applies to changing your respite day. Care Goondiwindi also offers a fabulous service with their Medico run 8.45am-3.45pm daily for a gold coin donation they will assist you to medical appointments 46700700

*We would like to wish all our clients and their family a safe and Happy Easter.*

Until next time Take care

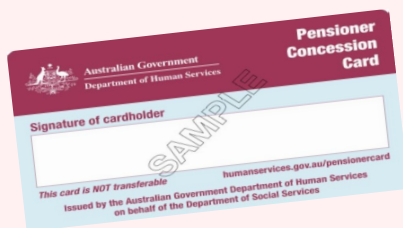
Coordinator Jo, Zic Peta-Sue, Ben, Laura, Hannah & Berni



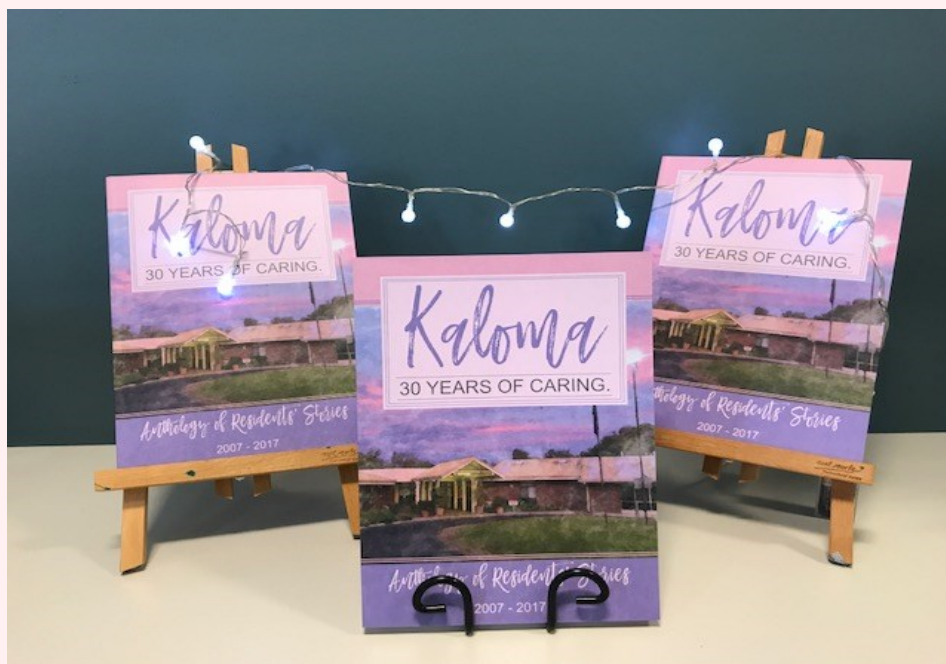
# Medicare and Pension Cards

In order to maintain correct and up to date Resident information, if your family members Medicare or pension card renewals come in the mail could you please drop a copy or email a copy to [admin3@kaloma.org.au](mailto:admin3@kaloma.org.au).

Thank you for your assistance with this.



*Kaloma 30 Years of Caring*  
*\$30 each*  
*available for purchase at Reception*





# Get to know us!



## **Laura Donn -**

Personal carer/ Community

Laura has been at Kaloma for 3 years. Laura is a great asset to Kaloma and the residents and staff absolutely love her. In her free time, Laura is studying her Bachelor of Nursing. Laura's favourite thing about working in Kaloma is making the residents smile.

## **Tyson Raymond**

Safety Advisor

Tyson has been with Kaloma for 4 years and is our fearless Safety Advisor. Tyson has a love for blue heeler dogs and often brings his own into work who helps out in the workshop. Tyson loves being apart of a big family here at Kaloma. The residents love Tyson, as nothing is ever to difficult for him and he has all the timer in the world for any residents.



## Brolga and Warrigal Lifestyle News

Easter is the only time when its perfectly safe to put all your eggs in one basket

- Evan Esar

Happy Easter everyone!

I hope the Easter Bunny found you all and you all ate enormous amounts of chocolate because I sure did!

It has been hard over the Easter period due to lockdown but thankfully that will all be over soon.

I also must apologise for the Chronicle being so late, This is entirely my fault as our lovely Claire has been having a much deserved holiday and it fell on me and I fell short, so I do apologise. Thankfully Claire will be back very soon and we can all sigh a breath of relief.

This Month will be a busy one especially in the last couple of weeks of April. We have our Golden oldies Morning tea at the Goondiwindi cinema, we are seeing Wild Mountain Thyme! This is going to be a fab morning and we are looking forward to it immensely!

Then on the following Thursday, we have our Anzac day service with the RSL. We are thankful, we are able to have the RSL in this year to provide a service with us. Alan Fairbanks will be accompanying the RSL.

We also have the Anzac day service at the Town Park on Sunday. The RSL have been fabulous as always with their organisation of the service.

On the 30th, we have the show! YAY! Last year we missed out due to Covid but we are excited to be able to go. Hopefully the Weather is nice but I think we all know its going to be chilly! We will bring lots of jackets and blankets this year! What's everyone's favourite thing about the show?

Well another month is nearly over just crazy how fast this year has flown buy!

Does anyone want to come in and play cards with the residents??

We also appreciate all of the donations of the coffee mugs and tea cups! If anyone has any more they wish to donate, please drop them in. We love having different sizes of mugs to choose from! The residents appreciate it very much!

Well that's all from me this month!

I hope you all have a fabulous month-

-The lifestyle team



# Brigalow Newsletter

Hello Everyone and Welcome to April,

I was listening to Radio National the other day and they were talking about changes to the Oxford Dictionary. They have taken the word Gullible out.....

April Fools. Sorry about that one.

But one thing Radio National got right was the rain. Finally here it comes and some people have already had way too much. So I am hoping the rain is falling in the right places for you all.

So for April we have Easter, which is always a good time for a break and to spend time with family. And it is a great time to eat a few extra chocolates . We have been making some decorations honouring the Christian Traditions as well as the more lighthearted Easter Bunnies and Eggs. We are probably going to have a try at making some Easter Cookies and perhaps some Easter Bread from other cultures just for fun.

Of Course Anzac Day falls in April and we will be having the RSL come to help us commemorate this day, lay a wreath and remember those who served our Australia.

In other news, Lesley celebrated her birthday and the Brigalow crew helped me celebrate mine. Sue Smith made an amazing raspberry and white chocolate in for me to share with the Brigalow Family. Was just great!

We welcome John Wilcox to Brigalow. He is entertaining us with tales of the shearing shed and the secrets of training trial dogs.

We will start to have Barbeques again now that it is cooling down. It is so nice to eat outside and smell the snags cooking. We just have to wait for a day that isn't rainy, but if it is we can cook the snags in the oven and enjoy them anyway.

Until Next Month

Warm regards

Annie, Astrid, Ben, Tia, Pud and Tilly

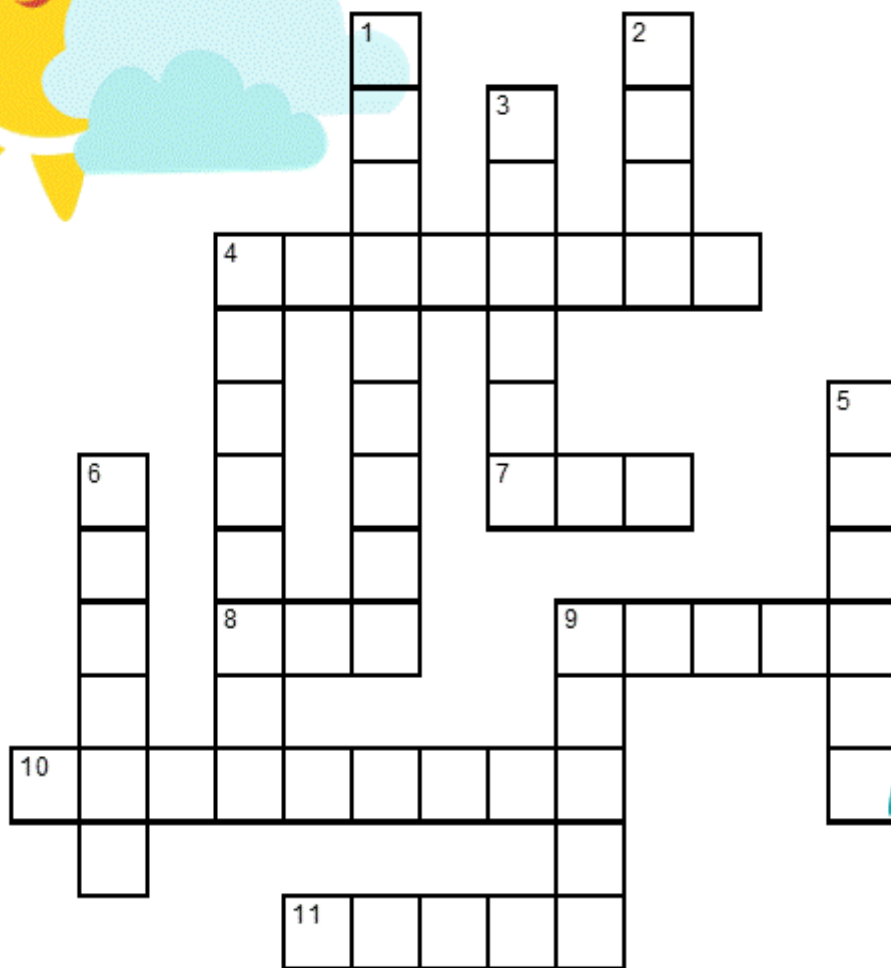








# Easter Crossword



## ACROSS

4. You might do this to eggs for Easter
7. A hen makes this
8. Used to color eggs
9. The hen's baby
10. Colorful candy you might find in an Easter basket
11. Peter Cottontail is one

## DOWN

1. Eggs might be made from this
2. Look for eggs
3. Easter Day event
4. Yellow or white spring flower that grows from a bulb
5. What the Easter Bunny brings
6. A pretty hat worn on Easter
9. Don't eat too much of this or you might get a belly ache





1

# EASTER

Fill in the crossword and find the hidden words.



2



5



3



2



3



4



5



6



4



8



6



7



8



9



7



10



10



9



11



12



13



14



15



13



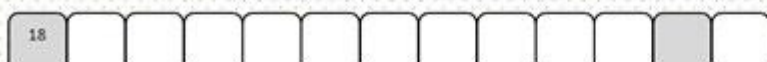
11



16



17



18



19



14



18



16



19

?



17



15



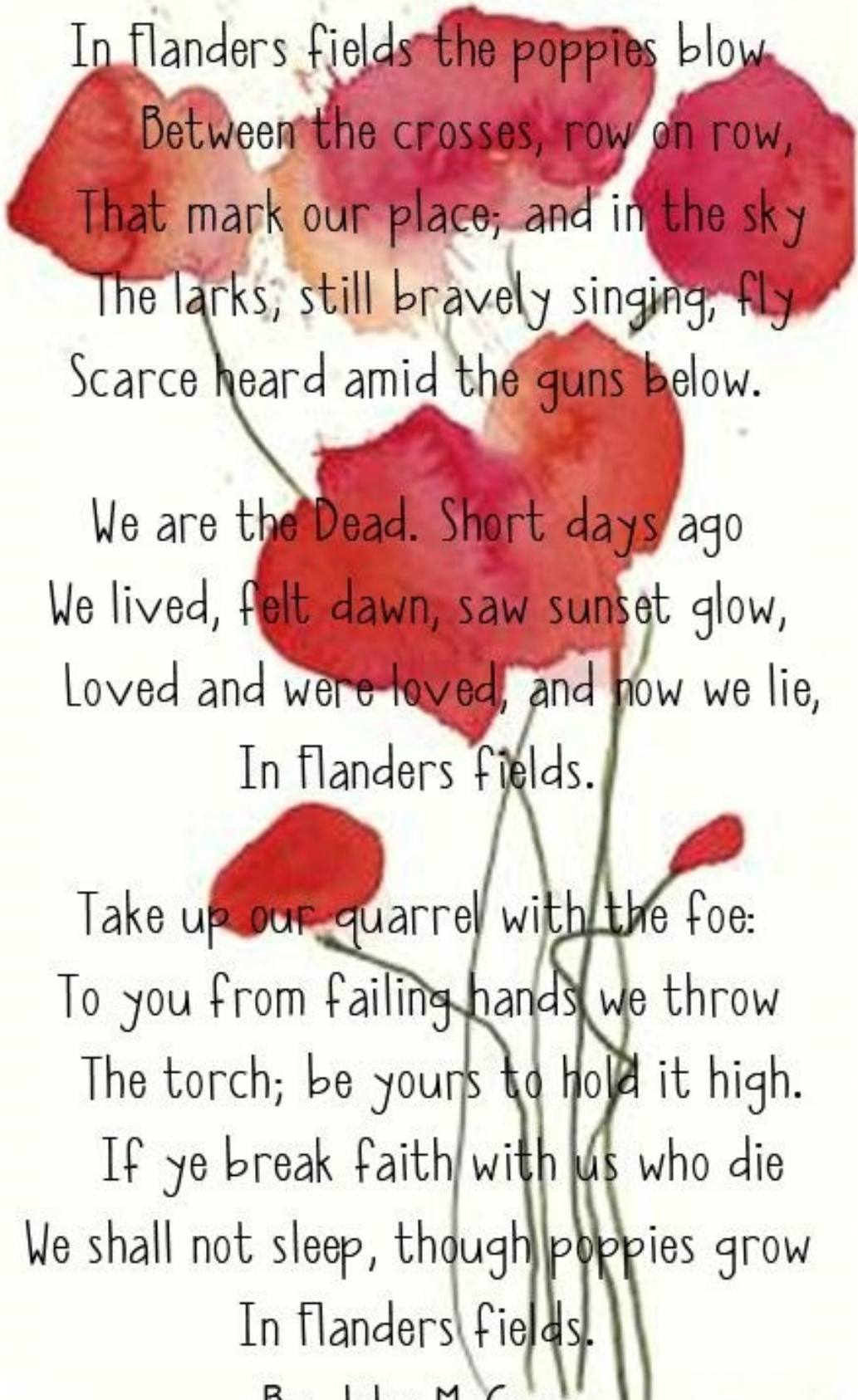








## In Flanders fields

A watercolor illustration of several red poppies with green stems and leaves, scattered across the page. The poppies are rendered in various shades of red, from deep crimson to lighter, almost pinkish-red, with soft, painterly edges. The stems are thin and green, with some leaves visible. The background is a light, textured yellowish-white.

In Flanders fields the poppies blow  
Between the crosses, row on row,  
That mark our place; and in the sky  
The larks, still bravely singing, fly  
Scarce heard amid the guns below.

We are the Dead. Short days ago  
We lived, felt dawn, saw sunset glow,  
Loved and were loved, and now we lie,  
In Flanders fields.

Take up our quarrel with the foe:  
To you from failing hands we throw  
The torch; be yours to hold it high.

If ye break faith with us who die  
We shall not sleep, though poppies grow  
In Flanders fields.

By John McCrae



# ANZAC Biscuits

50g Flour

75g Sugar

$\frac{2}{3}$ C Coconut

$\frac{2}{3}$ C Rolled Oats

50g Butter

1tbsp Golden Syrup

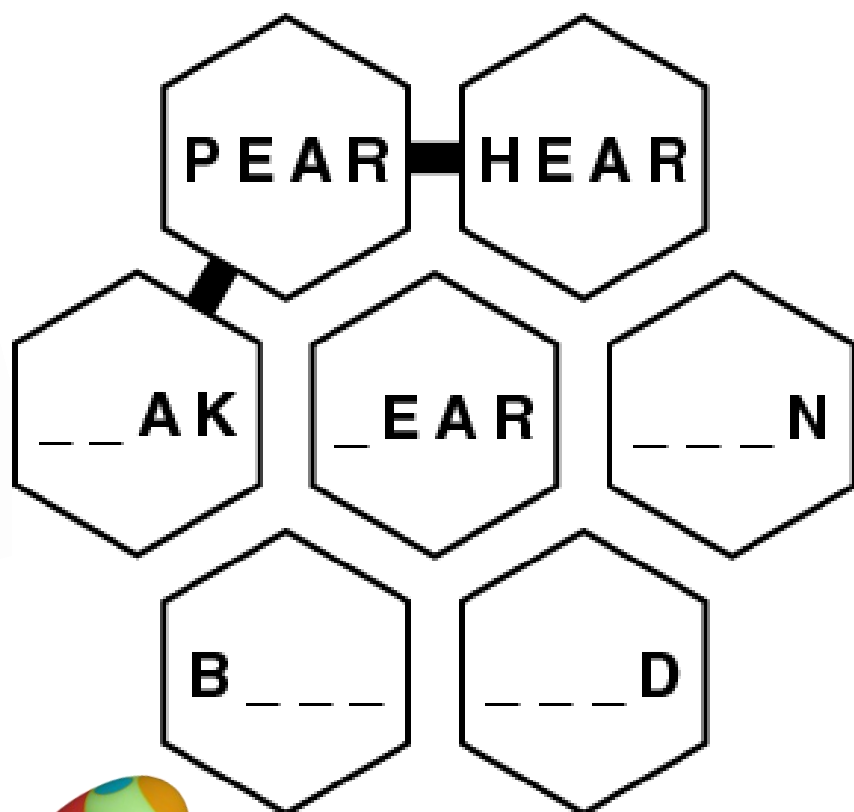
$\frac{1}{2}$ tsp Baking Soda

2tbsp Boiling Water

1. Mix together flour, sugar, coconut and rolled oats.
2. Melt butter and golden syrup.
3. Dissolve baking soda in the boiling water and add to butter and golden syrup.
4. Make a well in the centre of flour, stir in the liquid.
5. Place in spoonfuls on cold greased trays.
6. Bake 15 to 20 minutes at 180°C.



Happy  
Easter!



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



# Complaints and Feedback

At Kaloma, we actively seek out comment and suggestion from stakeholders to enable us to continually improve our services.

Comments are much welcomed and accepted without retribution against any person. If you wish to make comment the procedure is as follows;

- Take a Suggestion Form from the Suggestion Box located on the desk at the front door to Kaloma's main entrance. When completed place it in the Suggestion Box at either entrance to Kaloma and it will be collected by the Director of Nursing/Facility Manager (DON/FM).
- Home care clients will be provided with a Suggestion Form by staff if a complaint is raised. When completed clients can either send it back with staff or post it to Kaloma's
- Kaloma's policy is that any complaint raised must be logged on the computer system by staff and this is then automatically sent as an e-mail to the DON/FM for prompt attention.
- Contact the DON/FM directly to discuss your concerns.

## **Other opportunities for comment or complaint are available through**

- The monthly Residents Meeting with a copy of Minutes provided to each resident, area manager and Kaloma's Board. Agenda items include consultation about changes within the organisation as well as, resident's satisfaction with care, dignity, staffing, menu, cleaning, laundry and maintenance and grounds.
- Both home care and residential programs have an annual schedule of audits and satisfaction surveys with feedback provided via the Kaloma Newsletter.
- Your care plan is regularly reviewed with you.

Should you feel that after using these avenues of complaint that you remain dissatisfied you may write to Kaloma's Board. The contact details are as follows,













'Confidential', President of Kaloma Board  
Locked Bag 3006, Goondiwindi. Qld. 4390.

If you remain dissatisfied, you can also contact  
Aged Care Quality and Safety Commission  
GPO Box 9819, Brisbane. Qld. 4001  
Telephone: 1800 951 822 (free call)  
E:mail [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

OR

Aged and Disability Advocacy (ADA)  
121 Copperfield Street, Geebung. Qld.  
Telephone: 1800 818 338



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>APRIL</b> <b>WARRIGAL/BROLGA</b> <b>ACTIVITIES CALENDER</b>			<b>1</b> <b>EASTER MORNING TEA IN THE GARDEN</b>	<b>2</b> 	<b>3</b> Various activities in Coolabah lounge	
<b>5</b> <b>EASTER MONDAY</b> 	<b>6</b> Pikelet morning Quizzes on the big screen! 11am catholic church	<b>7</b> Art group in Warrigal Red circle ladies!	<b>8</b> 	<b>9</b> <b>Exercises!</b> <b>Lets GET COOKING!</b> <b>What should we cook?</b>	<b>10</b> Various activities in Coolabah lounge	<b>4</b> <b>11</b> 
<b>12</b> 	<b>13</b> Library book returns History reading group with Ilona and Lisa	<b>14</b> Art Group in warrigal  11am Anglican church with Rev Kay	<b>15</b> 	<b>16</b> 930am- Exercises 1030am – Residents meeting with Tenneille	<b>17</b> Various activities in Coolabah lounge	<b>18</b> 
<b>19</b> 	<b>20</b> Pikelet morning White board games 11am catholic church	<b>21</b> Red circle ladies Movie morning tea at the cinemas! <u>Wild Mountain Thyme</u>	<b>22</b> <b>Anzac day Service with RSL and Alan Fairbanks</b>	<b>23</b> <b>0930 – exercises</b> <b>Bus trip around Goondiwindi with David</b>	<b>24</b> Various activities in Coolabah lounge	<b>25</b> <b>ANZAC DAY service at the town park</b> 
<b>26</b> 	<b>27</b> <b>Arm Chair Travel to <u>Australia</u></b>	<b>28</b> Art Group in Warrigal 11am Anglican church with Rev Kay	<b>29</b> 	<b>30</b> <u><b>LETS GO TO THE GOONDIWINDI SHOW!</b></u>		

# Meeting Schedule

APRIL 2021	Frequency	Date	Time	Who Attends
Supervisors Meeting	4 weekly (Thursday)	29th April	2pm – 3 pm	DON/FM, Clinical Nurses and Care Supervisors
Management Meeting	Monthly Monday	26 <sup>th</sup> April	1230pm	All Area Managers
Quality / Work Health & Safety/ Infection Control Meeting	Monthly Monday	TBA	1 pm	All welcome. Quality Coordinator, Area Coordinators. Safety Advisor, Staff Safety Rep, Clinical Nurse, DON/FM
Personal Carers Meeting	4 Weekly	28 <sup>th</sup> April	2pm	All Care Staff including Clinical Nurse, DON/FM,
Kitchen Staff	Quarterly	TBA - JUNE	1.30pm	Catering staff.
Housekeeping Meeting	Quarterly	TBA - JUNE	1.00pm	Cleaning and laundry staff
Home Care Staff/Care Plan/ Quality Meeting	Monthly	16 <sup>th</sup> April	1.15pm	DON/FM, Home Care Coordinator and all Home Care staff.
Residents Meeting - Warrigal/Brolga	Monthly	16 <sup>th</sup> April	1030am	Residents, Lifestyle Officer and DON/FM
Board Meeting	Monthly	22 <sup>nd</sup> April	2.30 Finance 3pm General	Kaloma Board of Directors, DON/FM, Finance Officer.
Lifestyle Meeting	Monthly	TBA	2 pm to 3.30pm	All Lifestyle Staff



Alastair Logan 15th  
Jung Clancy 23rd

*Happy Birthday to all*

Judy Batterham 14th  
Nita Magnay 14th







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