

**REPORT OF THE MEETING OF BALRANALD SHIRE COUNCIL
RETIREMENT HOSTEL COMMITTEE HELD AT THE BIDGEE HAVEN
HOSTEL ON MONDAY 1st JUNE 2015 COMMENCING AT 5.02 PM**

PRESENT: Cr Steve O'Halloran Cr Linda Cooke (Chair), Cr Elaine Campbell, Cheryl McFarlane, Tendai Makaripe (Hostel Co-ordinator) and Elizabeth White (Director of Corporate & Community Development).

APOLOGIES: Helen Edmonds, Aaron Drenovski (General Manager)

CORRESPONDENCE: Nil.

CONFIRMATION OF MINUTES

RESOLVED on the motion of Crs Cooke & Campbell that the Minutes of Monday 13th April 2015 be accepted.

DIRECTOR OF CORPORATE SERVICES REPORT:

DCCD advised committee that Tendai Makaripe has been appointed as Hostel Co-Ordinator as of Monday 25 May 2015.

Committee passed on their congratulations to Tendai.

COORDINATORS REPORT:

- 1) Unannounced Assessment on 28 April 2015
Outcome of audit shows:
 - a. quality improvement has increased
 - b. increased need for staff education
- 2) Staff education is ongoing and will be closely monitored by the Coordinator
Manual handling training is now up to date. Coordinator has negotiated with a physio therapist to assist with manual handling training as necessary at no cost to Council.
- 3) Food Audit completed on 6 May. Result was an 'A', although the auditor was concerned with the kitchen surfaces. Coordinator advised that alterations to the kitchen will be completed with the upgrade. Auditor was happy with that response; however, he indicated that it needs to be completed prior to next audit, in **May 2016**.
- 4) The dishwasher is not operating as it should. Coordinator is in discussions with supplier regarding this issue.
- 5) Case Conferences with Residents – Coordinator advises that “end of life” requirements are not fully set in place for the residents. This is something she intends to rectify, but will take time as there is a need for more than one family member (including power of attorney) to be on-site when this is occurring.

- 6) Residents are happy with the current changes occurring. This is a sensitive area to manage, as upsetting residents is not what coordinator wants to do.

DCCD commented that Coordinator is making headway with 'small steps' and too many changes too soon will cause more angst than necessary.

- 7) New linen service is being investigated by the Coordinator. Towel and soap dispensers have been installed in all residents' rooms. Fresh towels are now being provided on a daily basis.
- 8) During accreditation recently, the auditor noted that milk containers filled with sand were being used as door stops. This has now been rectified with proper stops / wedges.

The Coordinator has implemented having two staff members on per shift. These changes are aligned with the current budget for Hostel salaries. This is working well, and alleviates issues such as safety for residents and staff.

The Coordinator is investigating the use of disposable serviettes. Cr Campbell advised that many aged care units use the 'dentist' style disposable bibs with a rubber attachment around residents' necks - this may be a good option.

The Coordinator advises that there are a number evidence based issues that need to be changed, and these changes will be implemented slowly to avoid upsetting residents as well as staff.

BUSINESS ARISING:

- 1) Respite Care – presently there are two rooms empty. One is a single and the other is a double room. It would be preferable to have a couple occupy the double room, but would not hold back a single person being accepted to occupy that room if there was a need. Presently Balranald Hostel doesn't have 'proper' respite care, although have received a few phone calls requesting assistance for people to come into the Hostel on respite.

Cr Campbell enquired as to the process of accepting a new resident for the Hostel. Cr Campbell voiced her concern that the process seems to be too time consuming and hard for those wishing to enter the Hostel.

DCCD advised that there is a process including ACAT assessment and assets assessment. ACAT process includes assessment of needs of incoming resident; ie. Low or high care level, and once the assessment has been completed, proposed resident meets with the Hostel Coordinator to determine whether the Hostel can accommodate their care needs.

Cr O'Halloran was concerned about who determines who enters the Hostel and didn't want locals to miss out if ACAT can fill the rooms with anyone. Cr O'Halloran said we need to work with the locals.

DCCD advised that once the above process was complete the General Manager and herself determines who will come into the Hostel, taking into consideration advice from the Coordinator.

DCCD and coordinator have been in consultation to produce information packs/booklets to supply those interested in entering the Hostel. They recently visited the Wentworth Aged Care facility and advised that this is a very well run facility. They also have a comprehensive information pack, and (Balranald) Council is progressing towards these information packs.

Cr O'Halloran is concerned over the current negative talk about the Hostel, and it seems the locals have lost pride of this establishment.

DCCD commented that the decision to enter the Hostel is not easy, they are essentially losing their full independence, and that is sometimes hard to give up.

- 2) Housing of Hostel Bus/ gate issue – the gate issue has been rectified. Cr O'Halloran stated that the bus needs to be housed undercover.

Coordinator advised that Ray Mitchell, Councils Health & Development Officer had inspected the shelter and advised that the shelter is too low and the height will need to be raised to accommodate the bus DCCD will follow up with HDO.

- 3) Bidgee Haven Manor Units - Cr O'Halloran asked what the rental cost the staff members that are occupying 2 of these units are paying.

DCCD advised that the staff pay \$150 per week in rent.

Cr O'Halloran further asked if Council is in a position to fill these units, and that he feels they need to make it clear (to the Coordinator) as a committee that she has secure accommodation during her tenure.

DCCD advised that as the Coordinator is no longer temporary and has been appointed, if it is the wish of the committee, then it can be minuted.

- 4) ACS Review – DCCD advises that she has not received the report back as yet, and as she was on leave last week, will follow up with ACS this week.
- 5) Curtain and Carpet Replacement – DCCD advised committee that Staff and Coordinator had input with colours, curtains have been ordered and a

50% deposit has been paid. DCCD will follow up to find out when they will be installed.

DCCD advised that she had sourced two quotes for carpet, and is sourcing an additional quote for flowtex carpet as viewed at the Wentworth Aged Care Facility.

DCCD remarked that the CEO at Murray House (Wentworth) is very competent and a wealth of knowledge in this industry, having previously been CEO of Mildura Aged Care and Chafey House, also in Mildura. "He knows what works and what doesn't and the visit by our Coordinator and I was well worth the trip".

- 6) Coordinators report - Cr O'Halloran requested a copy of the Coordinators report be provided to committee prior to the beginning of each Hostel meeting, to have the opportunity to scan over and make notes so as to not hold up the meeting.

The Coordinator advised that this will occur at future meetings. She apologised, advising that at this meeting she only had dot point notes and was elaborating on these.

OTHER BUSINESS:

Questions without notice

1. Bus Sign – Coordinator to follow up on signage for the bus. Council staff to assist with names of sign writers in Swan Hill.
2. Cr O'Halloran requested information on when the carpet installation will occur. DCCD advised as soon as the quotes have been received and accepted.
3. Cr O'Halloran would like the committee to formally acknowledge Tendai Makaripe's appointment as Hostel Coordinator. The Committee wish Tendai good luck. There are a few challenges to overcome, but no doubt Tendai will do well.

Tendai acknowledged the committee and thanked them for their support.

4. Cr O'Halloran recommended the gardens be re-instated. Coordinator advised that the sprinkler system has been installed in the ceiling and hopes the garden refurbishment will be finalised soon after that.
5. Cr Campbell asked about fire drills and queried if the staff know how to complete a fire drill? Coordinator advised that Council needs to look at a new system, as the current one is not working well, and staff will be trained once the new system is up and running.

6. Cr Cooke queried the \$120,000 costing and where the funds are coming from for the sprinkler system.

DCCD advised that \$60,000 is from general funds and \$60,000 from Hostel funds. Originally the \$60,000 coming from the general funds was to be funded via grant monies, but the grant was not secured. This extra \$60,000 will need to be shown as a loan to the Hostel from Council.

7. Cr O'Halloran asked if the existing kitchen will be changed.

DCCD advised that the existing kitchen is too small and needs to be more central, and yes, it will be altered.

8. Coordinator asked if the new plan includes automatic doors.

DCCD advised that the current Tender that has been accepted is for design purpose only, and Council / Staff will have input after the design has been submitted.

9. Coordinator commented that it would be great to secure some additional volunteers for the residents and extra or variety in activities.

DCCD advised Council can advertise for additional volunteers for Hostel activities in the next newsletter.

10. Cr O'Halloran suggested an open day for the locals to visit and view the Hostel. Council could possibly contact the school to give a performance to the residents. This may also help ongoing local confidence in the Hostel and its operations.

Meeting closed 6.17 p.m.

NEXT MEETING: Monday 3rd August.

Recommendation: That Council receive and note the minutes