



Phillip House Newsletter

Summer 2011

December 2011

From the desk of the Operations Manager

I can't believe a whole year has gone by and we are about to usher in 2012! What a year it has been too. We started 2011 at the tail end of extensive renovations. It was good to see the end of the disruption and the gradual settling down of the living and working environment. I must say that I'm really proud of the look and feel of Phillip House today.

There have been many highlights in 2011 and some of the main events are covered in more detail throughout this newsletter.

From a service perspec-

tive - SummitCare has recently undertaken a full review of its Feedback Management System. Receiving feedback in the form of complaints, compliments and comments is a crucial part of service delivery and helps us understand the needs of our residents and improve what we do. Brochures are available at the pamphlet stand and on request explaining how the Feedback Management System works. Please don't hesitate to ask.

On 14-15 February 2012 Phillip House will undergo assessment by a team from the Aged

Care Standards and Accreditation Service, as part of the scheduled 3 yearly service accreditation. During this visit the team will look at all aspects of care and service delivery and will talk with management, staff, residents and visitors. We will post advance notice of the assessment visit throughout Phillip House and we encourage you to talk to the assessors.

Finally we take a moment to say goodbye to the residents who departed Phillip House in 2011 and warmly welcome those who came into our care.

Anne O'Loughlin

News Flash - the next Resident / Relatives meeting will be held at Phillip House on 11 January 2012 at 1.30pm

Care Matters

Manager Care & Lifestyle, Cathy Riches, working with all members of the team, has made a number of noteworthy improvements to care at Phillip House. A complete review of the falls program has seen a significant reduction in serious falls injuries. The introduction of a streamlined electronic nursing handover and improved AIN documentation has enhanced communication about residents care and condition. The AINs have worked collaboratively to improve continuation of care for their residents and focused on shower duties, feeding and hydration. Please do not hesitate to talk to Cathy or any of the nursing team about care issues

Remembrance Day

On 11 November we held a short commemorative service to remember those who fought and fell in two World Wars. This included the lighting of candles and the observation of a minute's silence at 1100 hours.



Christmas Celebrations

have been in full swing over the last couple of weeks. Thanks to all the friends and families that attended the lovely resident's Christmas party on 15 December.

The staff had a well earned rest the following day with their own Christmas lunch and a switch from traditional Aussie Christmas fare to a smorgasbord of dishes from their own nations.

Thanks to everyone who has dropped in to Phillip House during this holiday period and added to the Christmas cheer.



Celebrating our Culture

In August our staff at Phillip House celebrated our culture by wearing traditional costume and hosting a lunch of dishes from their own nations. Staff and residents were entertained with singing and dancing and shared stories about where they came from and how they arrived in Australia.



The race that stops the nation **The Melbourne Cup** brought Phillip House residents, visitors and staff around the TV decked out in hats to cheer on their horse and enjoy a good laugh.

Accommodation Services

We are pleased to have Amit Malhotra reviewing your feedback in order to improve food services and will be introducing the Summer Menu in early January; Amit would be happy to hear your comments. environment.