

ISSUE 39

March 2022



CONNECTOR

Rembrandt Living's Home Care Newsletter

Rembrandt Living Inc

Home Care & Health Centre
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Green Fields SA 5107

Ph. 8198 0392

Rembrandt Court
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Oaklands Park SA 5046
Ph. 8198 0300

www.rembrandtliving.org.au
info@rembrandtliving.org.au

ALLIED HEALTH CLASSES

Green Fields (North)
Every Tuesday
2.30pm - 3.30pm
Strength & Balance 4 Life

FEEDBACK

We welcome all feedback,
good, bad or indifferent
at any time.

Call us on 8198 0392;

Complete a "Have your Say" form
or email us on
feedback@rembrandtliving.org.au

CONTINUOUS IMPROVEMENT AT REMBRANDT LIVING

What is continuous improvement? It can be described as looking for ways to enhance the business's operations. At Rembrandt Living Home Care we are always looking for ways that we can improve our care and services for our clients and make it a better place for staff to work. **So where do continuous improvement ideas come from?**

Continuous Improvement actions are a result of various forms of information, including:

- **Ideas for improvement** - where a person, staff, client or others makes a suggestion to be considered. Where the suggestion will improve care services, it is added to the Continuous Improvement Plan (CIP)
- **Feedback and complaints** - whenever we receive feedback we look at it as an opportunity to improve. Often complaints result in a review of our systems and improved processes being introduced
- **Incidents** - following the review of any incident, where it is identified that something may have prevented the incident, we introduce a new system to prevent future occurrences thus making an improvement to care services

In order to record an improvement we must ensure we follow a improvement cycle. We 'Plan, Implement, Check, Evaluate' and then document the results. Tell us what you think, whether it's a compliment or a complaint, we would love to hear from you as this is an important means of continuous improvement. The "Have Your Say" forms are located near reception or please email feedback@rembrandtliving.org.au

REMINDER: MANDATORY COVID-19 BOOSTERS FOR ALL HOME CARE STAFF - FROM 29 JANUARY 2022

Home Care staff (support workers, allied health, and office staff) must be vaccinated against COVID-19, and now **MUST** have had, or have evidence of a booking to have, a **BOOSTER WITHIN FOUR WEEKS OF BECOMING ELIGIBLE.**

COVID-19
VACCINATION



Rembrandt

GET TO KNOW THE GREENFIELDS STAFF

Name: Etienne van Vugt
Job Title: Manager Home Care
How long have you been with Rembrandt Living: 11 years
What is your country of birth? Netherlands



What do you like most about working at Rembrandt? The 'can do' mentality by everyone. The team spirit and the resilience of everyone in the organisation. Even in this difficult time to really make the difference and give the best care possible for our beloved 'oldies'.

What do you like to do in your free time? Camping! Going off grid and enjoying the environment.

What is your favourite restaurant or cafe? Any grungy pub.

What is your favourite food? Anything Asian, and Chico Rolls.

What has been one of your best holidays? : I have been privileged to see a lot of the world. Most impressive country I've been to is Cuba when it was still a very communistic country - the spirit to make the best of every day really made an impression to me. But I have to say I love all my short and bigger holidays in South Australia. Hooking up the trailer and just going off the grid to remote pristine beaches and places. Nothing can beat that kind of holiday's!

Mention something about YOU that people may not know: Since I was 10 years old I'm hooked on Video games. That has never changed. Unfortunately I don't have that much spare time to play those games anymore. But when I have the chance I'm a weekend warrior and I will slay monsters and save the world! 😊

Social Harmony Chit Chat

Clovelly Park Community Hall (SOUTH)
16 York Avenue
Clovelly Park
Fridays

Home Care & Health Centre (NORTH)
21 Greenfields Drive
Green Fields
Small sessions held
Mondays and Tuesdays

Open Door Community Church (SOUTH COAST)
1 Collingwood Street
Goolwa
Thursdays

Victor Harbor Recreation Centre (SOUTH COAST)
5 George Main Road
Victor Harbor
Fridays

GROUP SESSIONS

Home Care & Health Centre (NORTH)
21 Greenfields Drive
Green Fields

THE BENEFITS OF SOCIALIZATION FOR SENIORS

1. Improves their physical health
2. Reduces their stress
3. Keeps their mental states healthy
4. Diminishes their anxiety
5. Increases their self-esteem

(Source: www.livestrong.com/article/543831-the-importance-of-elderly-exercise-socialization-programs)





Julia enjoying her new electric sofa purchased from her Home Care Package funds



Home Care package client Erna showing one of her many beautiful paintings she created.



Home Care client Johanna showing off her art skills with her social support worker Amy

**March
2022**

Rembrandt Living is a not-for-profit incorporated association owned by Members and governed by a Board of Directors.

The Board is responsible for the overall governance, management and strategic direction of the organisation including performance in line with our goals and objectives. The operations of the organisation are delegated to the CEO.

The Board meets at least 10 times per year.

Upcoming meetings

Finance, Audit, Risk & Compliance Committee
25 May 2022

Capital Works & Infrastructure Committee
11 May 2022

Board Strategy Session
6 April 2022

Clinical Governance Committee
20 May 2022

Consumer Reference Group
14 April 2022

BOARD MATTERS

The monthly newsletter of the Rembrandt Living Board

The February Board meeting was held on 2 March 2022, at the Warradale Hotel, due to the ongoing threat of COVID-19 in our community.

The CEO provided a comprehensive account of the January COVID-19 outbreak at Rembrandt Court, noting that the outbreak lasted 17 days, and was held to a total of 8 residents and three staff. Overall it was contained very well. She noted that although wearing face masks and face shields was problematic for staff, it proved effective in maintaining safety for all residents and staff, which was our paramount concern.

The CEO then provided detail on the recent reaccreditation process by the Aged Care Quality & Safety Commission, when 3 auditors and 1 trainee auditor attended over three days – 22 February 2022 to 24 February 2022 inclusive. The audit was due in April 2021, but had been held over due to COVID-19. There were a number of interviews – with management, staff, residents and family representatives – over 40 in total, and all were overwhelmingly positive.

Despite this there were a few low risk issues raised by the accreditors and we are already actioning issues – in some cases were before they left the building. The CEO thanked everyone for their efforts in getting through this gruelling process!

A Strategic Plan Session is being held on 6 April, with an external consultant, Greg Adey (g88 Consulting) engaged to lead the process. The Board is excited and looking forward to this process.

On a disheartening note, the decision by the Consortium to cease negotiations with us on the potential Doreen Street Development was discussed at length. Rembrandt Living are disappointed in the decision of the Consortium and remain committed to reaching out to a variety of people who may be able to assist us to keep the project alive. The CEO is meeting with relevant politicians as a result to highlight this issue for Rembrandt Living.



ELECTION REMINDER

The South Australian Election will be held this Saturday 19 March between 8.00am and 6.00pm.

Remember that voting is compulsory for everyone enrolled.

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