

ANHF Newsletter

September 2017

Full-Scale Quality Review of Nursing Homes by Australian Government



Maisy Lai, General Manager Residential Care

1) Recently there were 'rumours' about nursing homes, such as the abuse of elderly residents, charging for excessive fees etc. Are nursing homes in NSW monitored by the government? In which areas and how?

To ensure provision of quality services the Australian government launched

in 1997 an accreditation system that covered 4 standards: (1) management systems, staffing and organisational development (2) health and personal care (3) care recipient lifestyle (4) physical environment and safe systems. Under these four standards there are 44 expected outcomes. Residential care facilities must meet accreditation standards to receive government funding. An independent body (Australian Aged Care Quality Agency) is assigned to conduct three-yearly assessments on all nursing homes in all standards and expected outcomes. In the case of a new nursing home, after the initial accreditation, it has to undergo three-yearly accreditation requirements that measure its performance against the four standards and forty-four expected outcomes.

On the days of accreditation the independent quality agency will (other than reviewing documents and files, observing the environment and staff at work) interview at least 10% residents, family members and staff to piece together a whole picture of what exactly happens there.

Moreover, unannounced assessment contacts are conducted as part of the ongoing monitoring of home's performance against the Accreditation Standards. Every home will receive at least one unannounced assessment contact each year. External complaints are channelled through the Aged Care Complaints Commissioner which, since its establishment, is an avenue for complaints from the public. This reflects the many channels that

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ANHF Board

the government utilizes to monitor nursing home operations and also assures us of transparency in government monitoring. Certainly this three-yearly quality review and 'unannounced visits' have their positive effect in monitoring services in residential aged care, but the most crucial quality assurance measure is a comprehensive internal assessment mechanism within each facility.

2) Have any NSW nursing homes been closed down simply because they did not pass the quality review?

If a nursing home does not meet the required standards or if there is anything that puts residents' health and safety at risk, the Australian Government Department of Health will instruct the nursing home to implement measures that ensure health and safety standards are met within a designated period of time. During this period, newly admitted residents will not be funded. The government will request the facility to adopt remedial measures such as in-service training for staff and expertise from consultants. Some residential facilities may choose to cease operation instead of spending a great sum of money on remedial measures. The public may visit the My Aged Care website to find out which nursing homes are under sanctions until the required standards are met.

3) With 'unannounced visits', we can 'expect' nursing homes to meet all government-required standards at all times. ANHF has three nursing homes --- do we have any measures to ensure all of them comply with all standards?

To ensure consistent, high quality care, our nursing homes regularly conduct self-assessments with review procedures that adhere closely to government accreditation standards. Our Quality Risk Compliance Coordinator is responsible for the quality standards of our three nursing homes. Areas of potential non compliance will be rectified immediately. We have regular meetings with residents, their family members and staff to gather suggestions and comments for service improvement. Misunderstanding usually arises from poor communication, that is why we encourage residents and their family members to actively participate in residents' meetings and activities. Besides organisation policies that foster effective communication among all parties, regular in-service staff training is also highly pertinent to maintaining and enhancing quality care.

The Importance of Internal Quality Review

Mabel Li, Quality Risk Compliance Coordinator

1) As Quality Risk Compliance Coordinator, what are your work routines?

I assist with developing and reviewing the service policies & procedures and our quality system. I need to monitor legislative changes closely to ensure our policies are up-to-date.

I monitor our 3 residential homes to ensure they follow our quality system for service delivery so as to meet legislative and regulatory requirements.

Conducting system audit and analysing the performances of all our three nursing homes are also my key responsibilities so as to identify gaps and opportunities for continuous improvement. I support local management and staff, such as training and mentoring, to ensure that all workers follow the accreditation standards and legislations.

I also attend different types of meetings, reviewing and discussing with staff about better practices and continuous improvement for our services.

2) As someone who has to continuously 'find faults' in our policies and systems to achieve better services, do you find your role very challenging?

Yes, it is very challenging. We always go for better practices. My audit and my visit to each home might cause more work to our staff if I found that they could do better. Staff understand and will follow my recommendations to improve their care. I know they all want to do their best for their residents. The local management also work with me to ensure that my recommendations are actioned for continuous improvement.





Snapshots of Bernard Chan Nursing Home 20th Anniversary and Open Day

Wendy Chow, Deputy Director of Nursing

The 20th anniversary and open day of Bernard Chan Nursing Home, held on Friday July 28, was a great event with guests from all corners: Strathfield MP Ms Jodi McKay, our former CEO, our former Principal Director of Nursing, Board members and General Managers. The opening toasting and cake cutting ceremony was led by Ms McKay, Ada Cheng our CEO and our Life Governors, Mr Bernard Hor and YC Louie MBE.

Teachers and students from Trinity Grammar School came as well to share our joy and unveiled a plaque to mark the official opening of their fantastic art work – a wall mural titled 'Garden of Eden' at the facility. Over one hundred visitors enjoyed the performance by the school band of Burwood Public School and singing by Mrs Elizabeth Tse. Many attended

the information sessions conducted by our Communications and Marketing staff. Everyone enjoyed themselves thoroughly on the day – genuine hospitality from staff, volunteers, residents and family members at BCNH plus a souvenir bag full of practical goodies.

Staff at Bernard Chan Nursing Home also prepared a special luncheon for guests and staff. None could suppress their 'ooh's and 'aah's when they saw the food platter sculpture titled 'In Full Sail', prepared by Sam Tsang, our chef. The masterpiece symbolized ANHF's ever-onward achievements in quality aged care services.

Let me take this opportunity to extend my sincere thanks to all volunteers and staff who sacrificed their day off to make this day a huge success -- team work in full sail!



What Joy! A Not-So-Ordinary Wedding

What joy it was to have recently a heart-warming wedding at Lucy Chieng Aged Care Centre, where Gigi and Yo-Han tied their nuptial knots together.

What inspired their decision to hold the once-in-a-life-time wedding in a nursing home? In a sweet and tender voice, Gigi shared with us: 'I've been hoping that grandma could attend my wedding. Soon after she was diagnosed with dementia, grandma was admitted to the nursing home. It's a bit difficult for her to get around to places outside the facility. One Sunday my two sisters and I visited her. After a leisurely stroll in the garden, we sat inside the pergola to take a rest. As I turned my head to look around, the beauty of the garden captured my attention. The very first thought that came to my mind was: what about having my wedding here? To my surprise my two sisters fully supported this idea. Then came the 'formalities' – getting the consent from the Director of Nursing, who agreed right away!'

Hilda, the DON at Lucy Chieng Aged Care Centre, recalled how she felt about this call: 'My first response in receiving Gigi's call was feeling so very touched! Not many young people still treasure and respect elderly family members so much. Gigi's decision was a very meaningful one,

I decided to assist her in whatever way I could to help her fulfill her wish!'

Then came the wedding day, Gigi's family arrived early with bags, big and small, to decorate the venue. The cosy, little hall was lit up by balloons and other wedding decorations. The solemn moment came when the bride gracefully walked along the red carpet, holding hands with grandma and grandpa, then rested her hand into the strong, loving hands of the bridegroom, followed by a solemn wedding vow witnessed by everyone who showered them with their best wishes. The newly wedded couple then followed the Chinese tradition of paying their respect to grandma, grandpa and all elderly family members through the tea serving ceremony. Everyone was so very moved by the simple ceremony that carried with such grace and respect. Forget about extravagancy that can easily be layered with money, forget about banquets with piles of food – just remember the never-ending love that sings a never-ending loving song of a life time. Such is the real meaning of wedding!

May Gigi and Yo-Han have a life time of love and happiness!

Activity Album 活動相簿



出外購物,長者看見新鮮蔬果,都愛不釋手。
Who can resist such fresh and nutritious veggies?
(BCNH陳秉達療養院)



三五知己,一起嘆自助餐! Happiness is to enjoy a
yummy buffet lunch with friends.(BCNH陳秉達療養
院)



佛光緣來探訪和表演,與長者共樂觀 Visit and
performance by a Buddhist group (CCPNH周藻泮療養
院)



看長者打保齡球多認真! Concentrating on a ten-pin
bowling game! (BCNH陳秉達療養院)



七月聖誕,和長者享用聖誕大餐! Yummy luncheon in
Christmas in July! (CCPNH周藻泮療養院)



和長者參觀藝術博物館 Visit to NSW Art Gallery
(CCPNH周藻泮療養院)



百歲壽星方慧玲婆婆生日快樂觀 Happy Birthday to our centenarian (CCPNH周藻泮療養院)



長者也愛動腦筋! Our minds really matter. (錢梁秀容療養院LCACC)



保齡皇帝皇后終於誕生! Three cheers to our ten-pin bowling champions! (好思維活動中心 HSWC)



七月聖誕，聖誕老人也到賀! Here came Santas Claus – Christmas in July at LCACC (錢梁秀容療養院 LCACC)



長者點餐，齊齊享用豐盛午餐! Lunch prepared according to residents' special orders (錢梁秀容療養院LCACC)



閒時練眼界，拋圈仔，無難度! Practice makes perfect! (錢梁秀容療養院LCACC)



長者打保齡球似模似樣 See how serious our clients were in the ten-pin bowling game! (好思維活動中心 HSWC)



在Royal Botanic Garden，長者和花兒爭妍鬥麗!
At the Royal Botanic Garden – which/who was more beautiful – flowers or our elderly clients?(好思維活動中心HSWC)



有相為證，食得是福! Here's proof – great food after a hard game! (好思維活動中心HSWC)



送你自製棒棒花，甜在心頭! Proudly handmade by us! (SHSWC沛德活動中心)



和長者一起去Anderson Park 旅遊，其樂無窮!
A fun day out to Anderson Park!(好思維活動中心HSWC)



父親節快樂! Happy Father Day to every father!(SHSWC沛德活動中心)



我們都是天才畫家! Unknown but talented artists. (SHSWC沛德活動中心)



風光如畫，長者笑開眉! Our hearts sang as we had a great day out in such a picturesque picnic spot. (SWSWC蘇懷活動中心)



和香港浸會大學實習生一起玩迷你奧運會! Seniors Olympics with two students from Hong Kong Baptist University during their student placement. (SHSWC沛德活動中心)



音樂治療，讓長者一起開心地玩音樂觀 Which therapy can be more enjoyable than music therapy? (SWSWC蘇懷活動中心)



長者做大廚主持燒烤，未吃已垂涎。 Mouth-watering barbecue items prepared by our elderly clients. (SWSWC蘇懷活動中心)



開開心心一起做馬拉糕! Seeing is believing – we know how to make this Guangdong egg-and-flour based dessert! (SWSWC蘇懷活動中心)



一起跳蘇格蘭舞! Let's dance a Scottish dance! (SWSWC蘇懷活動中心)



Your support takes us further

你的支持，讓我們的服务更進一步

Section 1: Personal Details

Please support ANHF to deliver quality and culturally competent aged care to our community.

請支持澳華療養院基金為社區提供高質素及合時文化的高齡護理服務。

Title 稱謂

Mr 先生

Mrs 太太

Ms 女士

Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State/ Territory 州

Postcode 郵政區碼

Phone Number 電話號碼

Section 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款2元以上可扣稅

I would like to make a donation of \$ _____.

Payment Type

☐ Electronic Funds Transfer

☐ Please debit this card

TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)

☐ Master Card

☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

BEQUEST – Leave a Gift in your Will

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

☐ Please send me details on making a gift to the Foundation in my will. 我希望在這囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)

Thank you for your support. Below are the donations received from June till August 2017

\$100以下	\$100-\$499	\$500 - \$ 999	\$1000 - \$ 4999	\$5000以上
Mr Gen Fa Chen	Ms Joyce Gock & Ms Margaret Wong	Mr John Wong	Rise Estate Agents – Adam Wong	Mr. Bernard Hor
	Mr. Kenneth Au-Yeung	Ms O’Young Lam Siu Chan	Dr. Eileen Ong	Mrs Millie Tong
	TGL Plastering P/ Ltd	Ms Fung, Chiu Lan	Mr Terence P Ng	Ms Emily Chang
		Ms Jenny Poi Yeong Loui	Mr Wen Ren Tsai & Mrs Felicia Tsai	Mr. Wilson Au-Yeung
			Mr Richard Baker	

Family News 家事廣場

New Staff | 大家庭新力軍



于京平 | 家庭及社區支援 服務主任/ 家居護理顧問

于京平女士修畢社會工作學士學位，自2012年至2014年在澳洲政府「家庭及社區事務部」任職社會工作員，其後自

2014年11月至2016年6月於另一多元文化高齡服務機構任職個案經理。

Jing Ping YU (Molly) | DASS Advisor / HCA

Molly possesses a Bachelor's degree in Social work. She worked as Social Worker with Family and Community Services from 2012 – 2014, then as Case Manager at a multicultural aged care organisation from Nov 2014 – June 2016.



馮曉明 | 高齡活動中心經理

馮曉明女士於高齡社區拓展活動經驗良多，曾任職主導高齡護理機構，為多元文化社區提供支援服務，多年來服務悉尼內西區華人社區。馮女士以其豐富之社區發展經驗及緊密工

作網絡，將成為基金高齡服務發展中另一良才。馮女士長於口譯、筆譯、營運管理，也通曉音樂，更是幼兒早期教育工作者及太平紳士。

Xiao Ming Feng YEE (Rebecca) | Manager, SWCP

Rebecca comes with extensive experience in community development programs for a leading aged care provider, supporting multicultural communities, especially the Chinese community in Inner West Sydney for the greater part of her career. Her wealth of experience in community development and networking will be an asset to ANHF as we are reaching out to more elderly people in need of care and support. Rebecca is a competent interpreter, translator, business manager, a musician, early childhood educator as well as a Justice of the Peace.



徐憶青 | 陳秉達療養院 院長

徐憶青女士受聘為陳秉達療養院院長。徐女士從事高齡護理服務逾十五年，曾於一規模成熟之高齡護理機構擔任院務經理一職，必能以其豐富經驗繼

續帶領院內服務團隊提供卓越高齡服務。

Yi Qing XU (Sue) | BCNH DON

Sue Xu has been appointed the Director of Nursing at BCNH. Sue has been working in aged care for more than 15 years. Her previous employment was Facility Manager with a well established aged care provider. We believe her wealth of experience will continue leading the BCNH team to excellence.



杜曉蓮 | 會計

杜曉蓮女士在麥覺理大學修畢經濟學士學位及會計碩士學位，也是澳洲註冊會計師工會會員。加入基金大家庭前杜女士曾在非牟利機構從事會計、出納及計劃管理工作兩年。杜女士入職初期職責為協助基金每年一度外間審計事宜，及後將擔任基金成本中心每月報告及檢討並其他職責。

杜女士入職初期職責為協助基金每年一度外間審計事宜，及後將擔任基金成本中心每月報告及檢討並其他職責。

Xiaolian DU (Grace) | Accountant

Grace possesses a Bachelor's Degree in Economics and a Master's in Accounting (Macquarie University) and is a member of CPA Australia. She comes to us with several years of experience in accounting, payroll, and project management roles in the non-for-profit sector. Initially, she will be supporting the annual external financial audit that is proceeding at the moment. She will eventually be responsible for the monthly cost centre reporting and review, amongst other duties.



家有喜事 - 不一樣的婚禮

最近澳華療養院基金家有喜事，就是一對新人Gigi和Yo-Han在我們屬下的錢梁秀容療養院舉行了一個溫馨動人的婚禮。

為甚麼會將一生只一次的婚禮，選擇在療養院裡舉行？新娘子Gigi很溫柔地說起來：「我有一個小小的心願，就是婆婆能參加我的婚禮。但自從她患有腦退化症，住進療養院，外出有些困難。有一個星期天，我們姐妹三人到療養院探望婆婆，陪她到花園散步，坐在涼亭休息的時候，我回頭看，覺得這個花園很漂亮，就忽發奇想，要是我在這裡舉辦婚禮怎樣？想不到姐妹都異口同聲讚同！於是我就打電話跟院長商量，更想不到她一口就答應了！」

錢梁秀容療養院范院長憶述：「當我聽到Gigi的電話時，我第一個感覺就是很感動！現今的年青人都少這

樣尊重和疼愛自己的長輩。我覺得很有意思，很想幫她達成心願！」

婚禮當天，Gigi一家人清早就拿著大包小包來到療養院佈置場地，齊心協力地掛上彩色的汽球，整個小禮堂頓時亮麗起來。然後，新娘子由兩位長輩婆婆和公公拖著手走進禮堂，在親友見證下，一對新人許下一生愛的承諾。跟著，二人更遵照中國傳統習俗，向婆婆、公公和家中長輩進行敬茶儀式，整個婚禮既簡單而隆重，卻令在場所有親友、院友和工作人員無不動容！不需金錢堆砌，不用大排筵席，過程卻溫情洋溢，幸福滿瀉，這才是婚禮的真義！

在此祝願一對新人新婚快樂，永遠幸福美滿！



陳秉達療養院院慶暨開放日花絮

周映雲 陳秉達療養院副院長

陳秉達療養院於七月二十八日(星期五)舉行二十週年院慶暨開放日，當日嘉賓雲集，氣氛熱鬧，嘉賓包括：史卓菲州議員麥琪 Jodi McKay、前行政總裁、前護理服務總監、前院長，各董事會成員，及各服務總經理，在百忙中抽空到賀，並由州議員麥琪女士聯同行政總裁鄭賜霞女士，並永久名譽總理何灼榮先生及雷奕祥先生主持切蛋糕及祝酒儀式。

三一文法學校(Trinity Grammar School)師生當日亦有到賀，為早前繪製名為「伊甸園」壁畫進行牌匾揭幕；並有寶活小學學校樂隊表演，以及舞蹈表演，並謝幟晶女士為長者獻唱助慶。當日有超過

百位來賓參觀院舍，並由傳意及服務推廣部同事主持資訊講座，介紹澳洲高齡住宿服務，申請手續和收費等，並向參觀來賓派發禮品袋，讓來賓滿載而歸！同時陳秉達療養院同事更不辭勞苦為嘉賓及員工預備特別午宴，大廚森哥更為澳華療養院基金雕塑了一艘名為「一帆風順」的生菓盤，喻意今後基金會一帆風順，業務蒸蒸日上！

在此特別感謝當日放棄休息日的同事，以及義工不辭勞苦地協助和參與，讓當日活動得以順利及流暢地進行，並將陳秉達的團隊精神發揮得淋漓盡致！

2) 新州有沒有療養院因為不合格而被取消牌照不能營運下去？

療養院若不符合標準準則或有危害院友健康和安全的狀況，衛生部會敕令對該院舍作出制裁，院舍要在指定時間內盡快將不符合標準準則修補和改正，以確保院友的健康和安全。在此期間院舍接納新院友不會受到政府津貼，政府會要求院舍加強對員工的培訓和安排顧問扶助。有些院舍因要付出龐大金錢來達到標準，寧願將院舍關閉，但這情況為數很少。若社區人士欲知那間院舍正處於制裁中，可瀏覽「我的養老服務」 My Aged Care網頁。

3) 既然有突擊檢查，即是說無論任何時間，療養院都要達到政府的標準。澳華療養院屬下有三間療養院，我們本身有沒有甚麼方法可以確保療養院在任何時間都能達到政府的標準？

澳華療養基金屬下三間療養院為確保維持高水平的護理，自定了一套完善的審查機制，審查內容是依據政府資格認證制度為準則，按時進行內部審查。院舍服務更委任服務質素及風險監控主任(QRC coordinator)負責監管三間療養院的運作，若發覺某方面可能不達標就要求院舍即時更正和改善。另外院舍亦會定時與院友、家屬和職員開會，以聽取他們的意見，對於正面的批評和意見院舍都會積極改善。很多時，誤會因缺乏溝通而產生，所以院舍對院友及家人都強調溝通的重要性，鼓勵他們參與院舍的院友和家人會議及院舍活動等，機構制定的政策亦有關於院友和家人溝通的渠道，並相信員工定期的培訓是維持高護理水平及提升優質服務的最好方法。

內部審查的重要性

李美寶，服務質素及風險監控主任

1) 作為澳華療養院基金服務質素及風險監控主任，請問你平日工作是做些甚麼？

除了協助發展及檢討服務政策、服務程序和服務質素系統外，我也密切留意法例改變，確保我們的政策與時並進。

我也會和三間院舍合作，確保他們不單依循機構服務質素要求，也達致法例及規章要求的水平。

另一個重點工作是全面審核服務，分析基構所有院舍運作，視察是否有服務缺口，也把握持續改善服務的機會。此外我也透過培訓和督導支援管理階層及職員，確保所有員工都依循政府法例及評估要求。

我也出席不同的會議，和職員一起商討怎樣持續改善服務、探討最好的服務模式。

2) 時常要在我們既有的政策和系統裡挑骨頭，找出可以力臻完善的地方，這工作你覺得富挑戰性嗎？同事們會不會對你感到畏懼或覺得很麻煩？他們怎樣支持你的工作？

對的。的確很富挑戰性。在服務上，我們一直都希望更上一層樓。若我在全面審核服務和造訪院舍中察覺到可以改善的地方，自不然為員工帶來更多的工作。他們都理解這需要，也會配合我們的建議改善護理工作，我也相信他們都一心為住客提供最佳服務。各院舍管理階層也和我並肩工作，將持續改善服務的建議付諸實行。





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二零一七年九月號

澳洲政府對療養院的全面監管

黎美時, 院舍服務總經理



1)最近坊間很多有關療養院的負面傳聞, 好像說有些長者入住療養院後遭受到虐待, 又或濫收費用等。究竟新州療養院是否受到政府監管? 監管範圍包括甚麼? 政府是透過甚麼方法對新州療養院進行監管?

澳洲政府為確保所有療養院提供優質護理服務, 在1997年推出資格認證制度 (Accreditation system)。療養院必須資格認證合格, 才可獲得政府資助。監管認證的範圍有四個標準 (Standard), 包括管理制度、個人護理和健康、生活方式、環境和安全, 在四個標準內再分別包含四十四個預期結果 (Expected Outcome)。政府委任一間獨立機構 (Australian Aged Care Quality Agency) 定期對每間療養院進行評核, 當新院進行第一次認證合格後, 通常每三年接受一次全面評核, 即是包含四個標準和四十四個預期結果。獨立機構在評核當日除檢視文件檔案, 觀察環境和員工工作外, 還會訪問至少10% 的住客、親友及職員, 以多了解院舍真實狀況。

除此之外, 院舍每年至少要接受一次突擊檢查, 若遇外部投訴, 突擊檢查的次數就會增加, 所謂外部投訴多來自長者護理投訴專員 Aged Care Complaints Commissioner, 自從這部門的成立, 公眾便多了一個投訴平台, 這證明政府利用多方途徑來監管療養院的運作, 亦可反映出澳洲政府對療養院的高度監管透明度。我個人認為, 政府對療養院的監管範圍已很全面, 三年一次的評核和每年至少一次突擊檢查已取得一定的監管成效, 療養院必須在任何時間都能達到政府的標準, 所以內部管理和完善機制是很重要的。

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澳華療養院基金董事會

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