

THE VILLAGE NEWS



Retirement Village



Residential Aged Care Facility



William Charlton Village

Retirement Village

October 2023

Allambie Heights Village Ltd.

Issue 50

'A' Classification, 14th year in a row!

It is with great pleasure that I announce that our catering service was awarded in April 2023 an 'A' classification by NSW Food Authority. That's 14 years in a row since the inception of this Audit. My sincere appreciation to Chef Manager James Boyes and his catering staff, Dennis Caldwell, Maintenance Supervisor and his team and our own RACF staff for their service to our residents during meal times.

You know when you have something special happening when a Team achieves this level of consistent excellence, 14 years in a row.

Chef Manager is an outstanding Chef who cooks beautiful, nutritional food that residents and staff enjoy. He also serves our Village residents in the Village dining room, tray service to Village residents when they are unable to cook, for example following a hospitalisation and he does 'take away' lunches for Village residents too.

A number of Themed Lunches throughout the year are always welcomed and Oktoberfest is scheduled for 19 October 2023. Congratulations James and all for another outstanding success!



NSW Food Authority awards us with another 'A' Rating, that's 14 years in a row!



Delicious, nutritious meals

42/42 awarded by the Aged Care Quality & Safety Commission

On 28, 29, 30 June 2023, the ACQSC presented unannounced to conduct their audit to re-licence the Residential Aged Care Facility (RACF) for a further 3 years. Expected since July 2022 to audit and then re-licence us by September 2022, they were hindered in their schedule due to their own workforce challenges. It is ironic that a focus of the ACQSC across Australia's RACFs, is to confront RACFs about our difficulties to find staff, particularly registered nurses. It sometimes seems unkind that some of Australia has forgotten that while much of Australia has opened to pre-COVID-19 ways of living, socialising, congregating etc., the Aged Care Industry has not been permitted to open at a similar pace.

Reports indicate that RN vacancies range between 8,000-12,000. Concerning too has been the number of RACFs that have closed due to workforce, finances and a threatening approach by the ACQSC as reported by Operators. It is therefore within this climate that the result of our audit, a perfect score of meeting the 42 Requirements and the 8 Standards, was achieved.

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Over many years, I have spoken openly to staff, residents, relatives, contractors, consultants etc. about the need for greater partnership between Operators and the Regulatory Authority, the ACQSC. Operators understand regulation, we want it but we don't want a tough, threatening, insensitive approach that goes against the values that we want to uphold in our Industry. I thank the entire Company Team for the achievement of another successful audit.

I have previously challenged a regulatory audit system that demands 100% achievement. Very few people ever achieve 100% in an exam or in anything. Far better that a system marks fairly. I would rather achieve 85% or 90% knowing that we have more to do to reach higher, that's more realistic and everyone can understand it. That said, I know what our staff and managers in particular were required to do from over a year ago and the weekly and sometimes daily reminders that we still had to pay attention to detail. This is reflected in the 42/42 result, 100%. Well done to the entire Company Team who contributed in some way, small and large. We have been re-licenced to operate the RACF for a further 3 years.



Certificate of Accreditation 2023

RACFs close across Australia

It continues to be of the greatest concern that over 67 RACFs have closed over the past 2 years across Australia and according to a reliable source, a further 50 RACFs are expected to close this year 2023.

If Australia does not get that this is alarming, then it is time to wake up. Where do you think residents go

when their Home is closed down? Where do staff go? Where do the contractors and suppliers go? Some residents die, it is inevitable from my experience, they simply and sadly give up and this is not acceptable. Other RACFs are not readily accepting all residents and the default becomes hospital and rehabilitation centres and these are not appropriate accommodation options for older persons who are not ill. Yet, this is exactly what we are experiencing now. Many of our referrals to our RACF are not coming from a potential resident who is living at home with declining health and increased needs. Our referrals are coming from hospitals and rehabilitation centres desperate to move older persons on.

So, with hospitals being a default placement for older persons whose RACF closes, watch for how this will affect younger and older Australians. Plan your elective surgeries now because they will possibly be delayed or cancelled as doctors and nurses re-focus their attention and work duties to accommodate and care for older persons who should be accommodated in RACFs. And doctors and nurses will leave hospitals because this is not what they trained for or what they signed up for.

Are you listening Australia? Are you listening Government? Are you listening ACQSC?

Get behind the Aged Care Industry, start working in partnership with us, tell the good stories and stop bashing us and our hard-working staff!

Builder chosen for our new Retirement Village

Following an extensive exercise, Richard Crookes Constructions (RCC) was chosen to build our exciting new Retirement Village consisting of 24 two bedroom/media large apartments and community facilities in a unique location on Sydney's Northern Beaches.

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It has taken a long time to get to this position. Having achieved Development Consent in 2022, we have finalised the agreed consent with Council. We look forward to sharing further communication about this exciting new retirement village in coming weeks, Stand-by!

High levels of interest for our services

There continues to be high levels of interest in our Operations and Offerings from interested parties and potential residents as well as interest in our newly planned Retirement Village. Our renovations of vacant apartments are of the highest of standards and we continue to upgrade rooms and gardens of our RACF. Anyone interested, please email general@alhvillage.com.au.

We look forward to speaking with you.



Double bedroom with beautiful views



Spacious apartment lounge

VLEPIS and new Technology

Some years ago, the co-founder of VLEPIS, Bill Dimopoulous commenced a conversation with Allambie Heights Village Ltd. about a medical sensor/wearable patch that he and his team were developing with assistance from RMIT and the University of Technology Sydney (UTS) to measure temperature and blood oxygenation. The normal Body Temperature for a healthy adult is between 36.1 – 37.1 degrees Celsius. An increase in body temperature can be caused by an infection, a urinary tract infection (UTI), a cold etc.



Our registered nurses, Richard, Vicky Stavroulakis and Dr Nick Lonergan from VLEPIS

Blood Oxygenation (SPO2) is a vital measurement estimate of the amount of oxygen in your blood. A healthy person should have a blood oxygenation value between 95% - 100%. Values under 90% are considered low and may mean that there is not enough oxygen in the blood which can be caused by a variety of health concerns, a heart condition, lung disease, anaemia and more. In May/June 2023, residents of our retirement villages were invited by Bill Dimopoulous, the VLEPIS Team which includes Dr Nick Lonergan, a local Emergency Department Specialist and Allambie Heights Village Ltd. to a meeting to hear how VLEPIS works following which residents were invited to participate in a Study to wear the wearable patch/medical sensor for 24 hours, supported by a VLEPIS registered nurse and the VLEPIS Team.

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Resident feedback was overwhelmingly supportive of how easy the patch was to wear and they were most interested to share and receive feedback about their temperature and SPO2 data.

Allambie Heights Village Ltd. is the first in Australia to engage in this process and we will be arranging to meet with residents and their families of the RACF soon to discuss this Study and how it can benefit our RACF residents. We will be the first RACF in Australia and the World to be involved in this Study which is being supported by the Commonwealth Government of Australia. We will be in contact with you to invite you to a meeting to receive and share information about VLEPIS and to meet their Team. Participation in this Study is voluntary.

Expanding our Team and achieving 24/7 Registered Nurses

A warm welcome to our new staff, Registered Nurses Yuka Takase and Sara Li which since joining means that we have achieved 24/7 registered nurse cover for our RACF, an immense achievement in attracting quality staff on the back of workforce challenges across Australia and a slow recovery from the border closures of almost 4 years ago. Welcome too to Maintenance Operative, Nick Roelvink and to Deb Matheson, Reception & Administration Executive.

Welcome to our new Directors

And welcome to our new Directors Deborah Chapman, Deborah Jennings and Richard Rosebery who joined the Board in past months.

Ciarán Foley
Chief Executive Officer.



Aged Care Employee Day, Staff with Directors Gerd Wilmer and Richard Rosebery



Staff team celebrating



Ciarán with The Hon Dr Kay Patterson AO, Age Discrimination Commissioner

Catering Industries

