

DECEMBER 2024



Kalyna Care

The **SUNRISE**

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RMMR and QUM Review

RMMR (Residential Medication Management Review

QUM (Quality use of Medicines Program).

These programs were in place to help in minimizing adverse medicine events for people living in approved Australian Government—funded aged care facilities. The pharmacy consultant allocated visits the facility to identify, resolve and prevent medication –related problems, in addition they attend to comprehensive assessment of the resident’s medications and medication-related healthcare interventions.

These also supports the delivery of services and activities by pharmacists aiming to support the quality use of medicines, including the safe use of medicines within Australian Government-funded Aged Care facilities.

Robert D. (Pharmacy Consultant of Kalyna Care) will be available onsite every Tuesday and Thursday from 9:30 am to 3:00pm to review the medication of our residents and will be doing phone consults from 12:00pm to 1:00pm.

Frances Anne Pasilliao

Clinical Care Manager

Happy New Year to all!

As we welcome 2025, we look back on what a fantastic end to the year it was! From joyous Christmas celebrations to meaningful moments shared with residents, families and staff, the festive season was truly special. Thank you to everyone who made it so memorable.

We're excited to carry this positive spirit into the new year, continuing to create engaging activities and treasured memories together.

Let's take a look back at December, when the holiday season was in full swing here at Kalyna Care!

We hosted six Christmas parties for our residents and their families, with one celebration for each section. These events were filled with festive music, delicious food and warm smiles. On the 24th of December, we wrapped up the celebrations with a special Christmas party for residents only. A highlight of the event was a delightful performance by management and staff, which was thoroughly enjoyed by our residents—so much so that some even joined in!

On the 6th of January, we came together to celebrate Orthodox Christmas with two special church services held for our Macedonian and Ukrainian Orthodox residents respectively. Father Eftim oversaw the Macedonian service, whilst Father Bohdan, the Ukrainian priest, conducted the blessing of the bread in the Chapel — the bread was then offered to the residents. Overall, both services were appreciated with gratitude.

While we had fun at our festive celebrations and had a moment to be thankful for the beginning of a new year, we also returned to our regular activities with excitement. Residents continued to enjoy bus outings to their favorite places, mobile Happy Hour on Fridays, craft and Bingo... There was much to catch-up on during our weekly Coffee Club meet-up!

As we resume our routine in the new year, we hope to continue bringing joy to our residents. Stay tuned for exciting updates and events to come - from Valentine's Day to Mother's Day - we've got another year of singing, dancing, laughing and sightseeing ahead of us!

Let's make 2025 another great year !

Friendly reminder to all families:

We would like to kindly remind everyone that leisure activities are intended for the enjoyment of all our residents. Due to the high level of participation from all three wings, space in the activity room is limited, and we are unable to accommodate family members during these events.

However, if your presence is necessary to assist your loved one or it will encourage their participation in the activity, exceptions can be made. Please communicate with our staff ahead of time to make arrangements

We ask that you respect our residents' privacy and leisure time by not attending these activities. If you are visiting your loved one and wish to collect them during this time, feel free to ask one of our friendly staff members for assistance.

Thank you for your understanding and cooperation.

Selin Guclu

Leisure and Lifestyle Coordinator

LIFESTYLE SERVICES



Pampering one- on - one

Would you like to have your nails done?

The Lifestyle Team is here to assist you with that. Simply request a one-on-one pampering session with our Lifestyle Assistants.



Books In Your Language

We have an extensive library featuring books in various languages. If you enjoy reading in your spare time, you are welcome to request books from the Lifestyle Team.



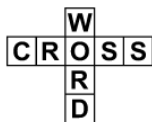
Hairdresser on Mondays

If you need hairdresser services on Mondays, feel free to inquire with the Lifestyle Team or Reception. Our staff will be happy to help you book an appointment.



One- on- one Social Visits

The Lifestyle Team provides personalized emotional and social support at any time of the day through flexible visit schedules.



Extra Activities

Feeling bored in your room?



Ask Lifestyle Team for additional word searches, Sudoku games, puzzles, adult coloring pages, coloring pencils, and craft activity supplies. Let's stay engaged and have some fun!



Happy Birthday to you !

Marija , Cvetanka , Marija , Helmut ,
 Nicolaie , Zora , Gervasia , Saviour ,
 Sevgi

We HAPPILY WELCOME our NEW ADMISSIONS..

May you enjoy your stay here with us...

Marija , Dragica , Ljubica , Rafaela

We extend our sincerest condolences to the bereaved loved ones of the below residents.

May the soul of our faithful departed rest in peace...

Leslie , Maria , George



Dental Health:

Mobile Dental Australia: Will be coming in Kalyna Care on February 12 and March 12, 2025 for General Dental

Podiatrist: is onsite every Wednesday and reviewing our residents every 6 weeks.

Optometrist: will be onsite—schedule will be set for the annual Eye check up of the residents.

Hearing Australia: will be onsite—schedule will be set for annual hearing check for our residents.

Physio: is available on site Monday to Friday 9:00am to 5:00pm

Total SIRS in December – 11

Priority 1– 2

Priority 2– 9

Unreasonable use of force	7
Inappropriate sexual conduct	1
Neglect	2
Psychological abuse	1
Unexpected death	0
Financial coercion by staff member	0
Inappropriate use of restrictive practices	0
Unexplained absence	0

Flu and Covid Vaccination Rates

Resident number			146
FLU VACCINATION:		91	62%
DOSE 1:		124	85%
DOSE 2:		122	84%
DOSE 3:		101	69%
DOSE 4:		72	49%
DOSE 5:		58	40%
DOSE 6:		35	24%
DOSE 7:		14	10%







Care Minutes Requirements

- 1 Oct 2024- 31 December 2024
- **Requirement:** Total number of minutes per resident per day= **225.04**
- RN minutes= 45.62
- PCA/EEN= 179.42

November 2024	232.07- TARGET MET
December 2024	229.17- TARGET MET

- 1 Jan 2025- 31 Mar 2025
- **Requirement:** Total number of minutes per resident per day= **228.74**
- RN minutes= 46.13
- PCA/EEN= 182.61

◆ Next of Kin 6– monthly Meeting:

Last year we have managed to place 2 schedules for this and noted low attendance. It was an option for online was discussed. I am asking if would you like us to try an online catch– up instead of face to face?

Kindly let me know.

◆ Strengthened Aged Care Quality Standard

Will commence from 1 July 2025, in line with the new Aged Care Act. The existing Standards will remain in effect until then.

Overall Star Rating

★★★★☆ Good



This rating is based on this organisation's performance in relation to Compliance, Quality Measures, Residents' Experience, and Staffing. The ratings for each of the subcategories that make up the Overall Star Rating are shown below. The Overall Star Rating was most recently updated on 10 November 2024.

[Learn how this is calculated](#)

Compliance ★★★★★	>	Quality Measures ★★★★☆	>
Residents' Experience ★★★★☆	>	Staffing ★★★★☆	>

[Show ratings history](#) ▾

We sincerely thank our residents and families for partnering with us. Thank you for the respect and that you have given to all of us care workers. We may continue working for the success of our residents care.

For your compliments, suggestions and concern, feel free to contact us:

Jennifer Ibanez,
Facility Manager

Thank you

Last month's Christmas party with families was a great success. Almost 400 residents and families in total. Thank you all for coming and spending your time with us. We did took a lot of beautiful photos but sadly we cannot post everything. Please advise Selin, our Leisure and Lifestyle coordinator if you want to have a copy of your loved-ones photo.. Thank you

Strengthened Aged Care Quality Standards

