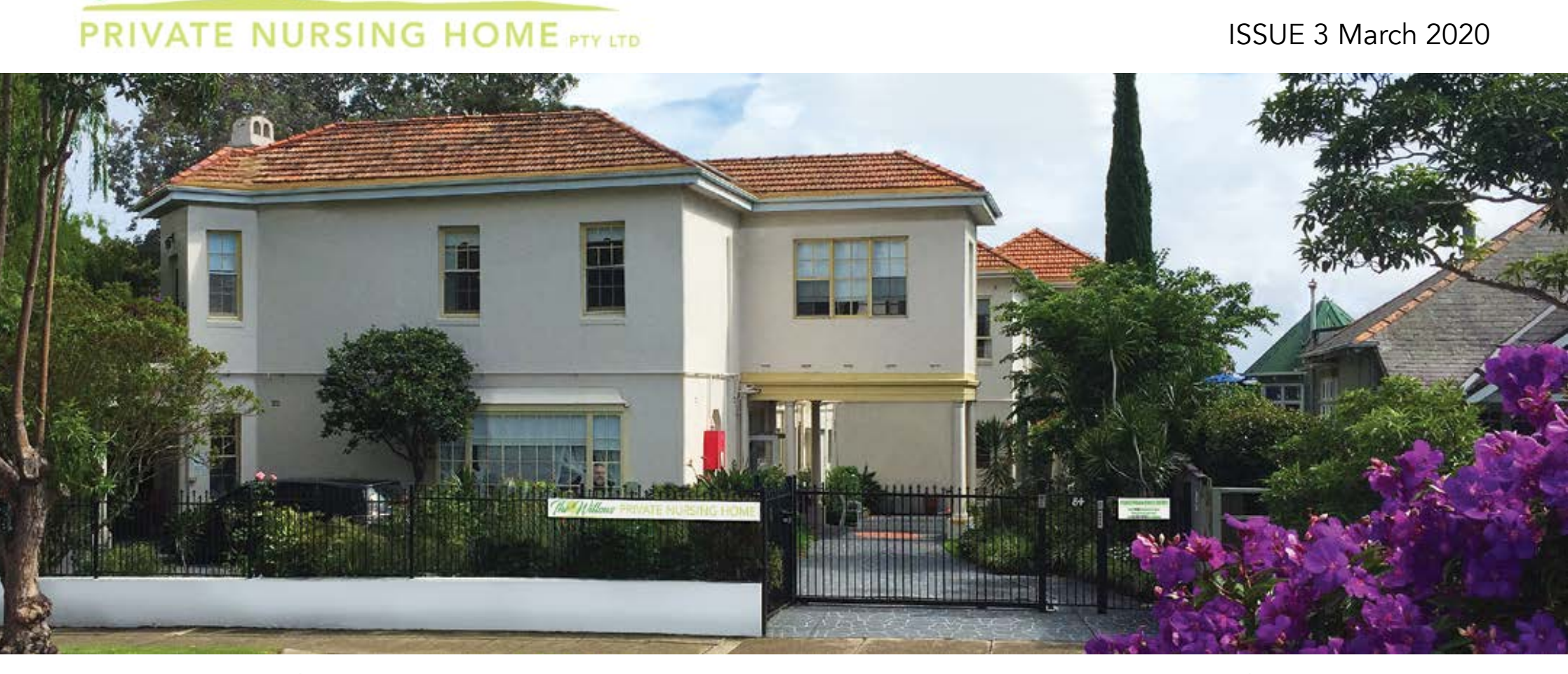
ISSUE 3 March 2020



Whispers from the Willows
NEWSLETTER

Welcome to our third newsletter to keep you updated on how your loved ones are looked after as well as to let you know what is happening now and in the future at The Willows Private Nursing Home. We hope you enjoyed our first two newsletters. If you did not get to see them then please click **HERE**, and it will take you to our website where you will find our previous newsletters.

OUR PHILOSOPHY

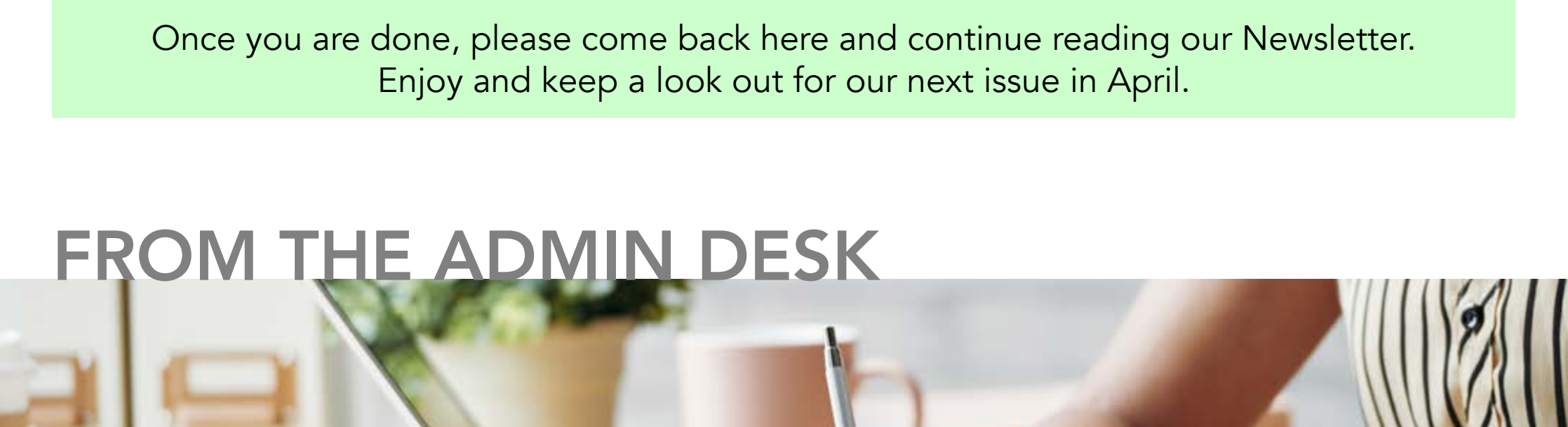
"TO PROVIDE OPTIMUM HEALTH CARE AND REHABILITATION IN AN ENVIRONMENT WHICH RESPECTS THE RIGHTS, DIGNITY AND FEELINGS OF THE RESIDENTS. OUR HEALTH CARE IS GIVEN WITH COMPASSION, CARE, LOVE AND ENCOURAGEMENT WITH EVERY CONSIDERATION FOR PRIVACY, COMFORT AND THE INDEPENDENCE OF OUR RESIDENTS"

OUR NEW VIDEO!

Before you read any further, please **CLICK HERE** to see our new beautiful short video that has been produced to help make even a stronger connection to you the family, as well as your loved ones at the The Willows Private Nursing Home.

Once you are done, please come back here and continue reading our Newsletter. Enjoy and keep a look out for our next issue in April.

FROM THE ADMIN DESK



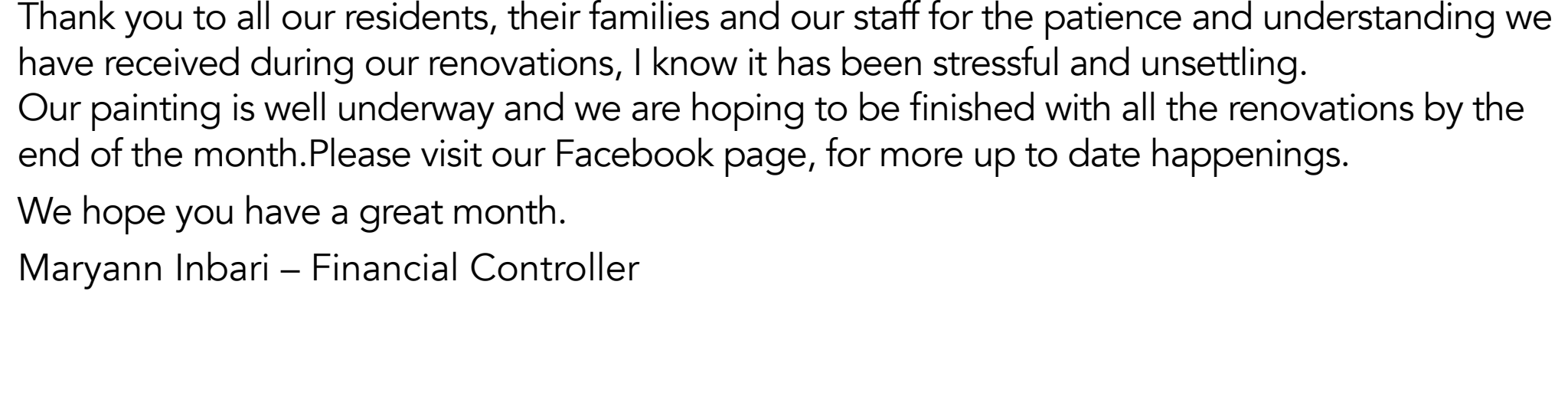
This is our third issue and so far we have had great feedback with our previous newsletters. I hope you are enjoying what we have to offer and if there is anything in particular you would like added please let us know, we are always open to new suggestions and feedback.

Thank you to all our residents, their families and our staff for the patience and understanding we have received during our renovations, I know it has been stressful and unsettling. Our painting is well underway and we are hoping to be finished with all the renovations by the end of the month.Please visit our Facebook page, for more up to date happenings.

We hope you have a great month.

Maryann Inbari – Financial Controller

FROM OUR DEPUTY DIRECTOR OF NURSING



There are some wonderful changes happening at The Willows.

The introduction of the new aged care standards has encouraged us to think more creatively about how we can best look after our residents and we are embracing this challenge with enthusiasm.

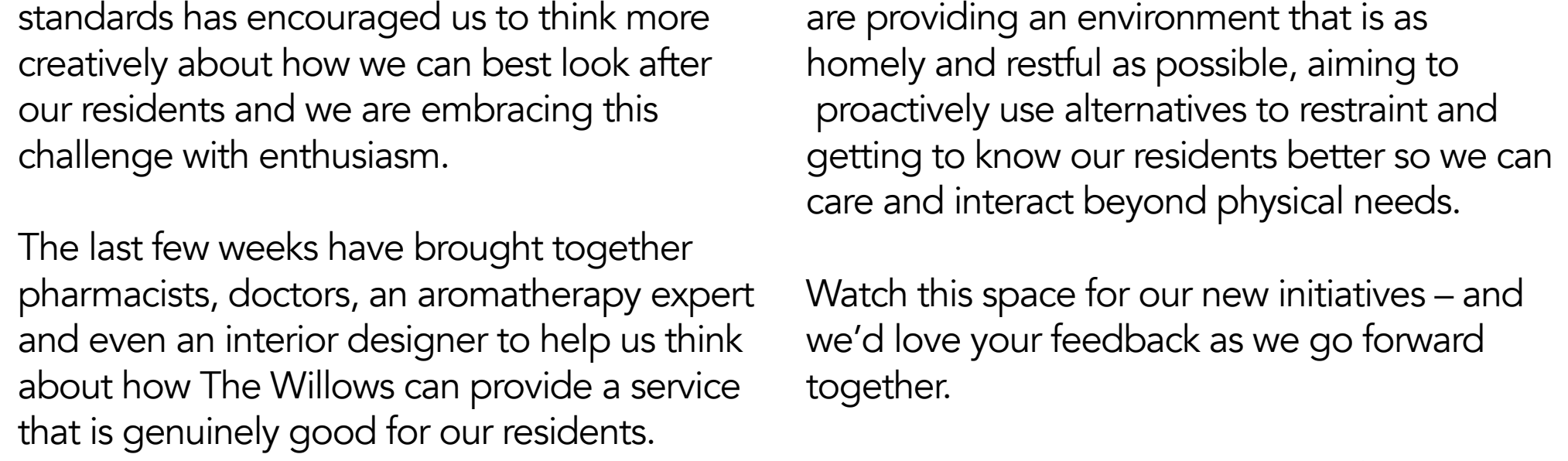
The last few weeks have brought together pharmacists, doctors, an aromatherapy expert and even an interior designer to help us think about how The Willows can provide a service that is genuinely good for our residents.

Some examples of challenges we are tackling are providing an environment that is as homely and restful as possible, aiming to proactively use alternatives to restraint and getting to know our residents better so we can care and interact beyond physical needs.

Watch this space for our new initiatives – and we'd love your feedback as we go forward together.

Annika Tarbox - Deputy Director of Nursing

FROM OUR DIVERSIONAL THERAPIST



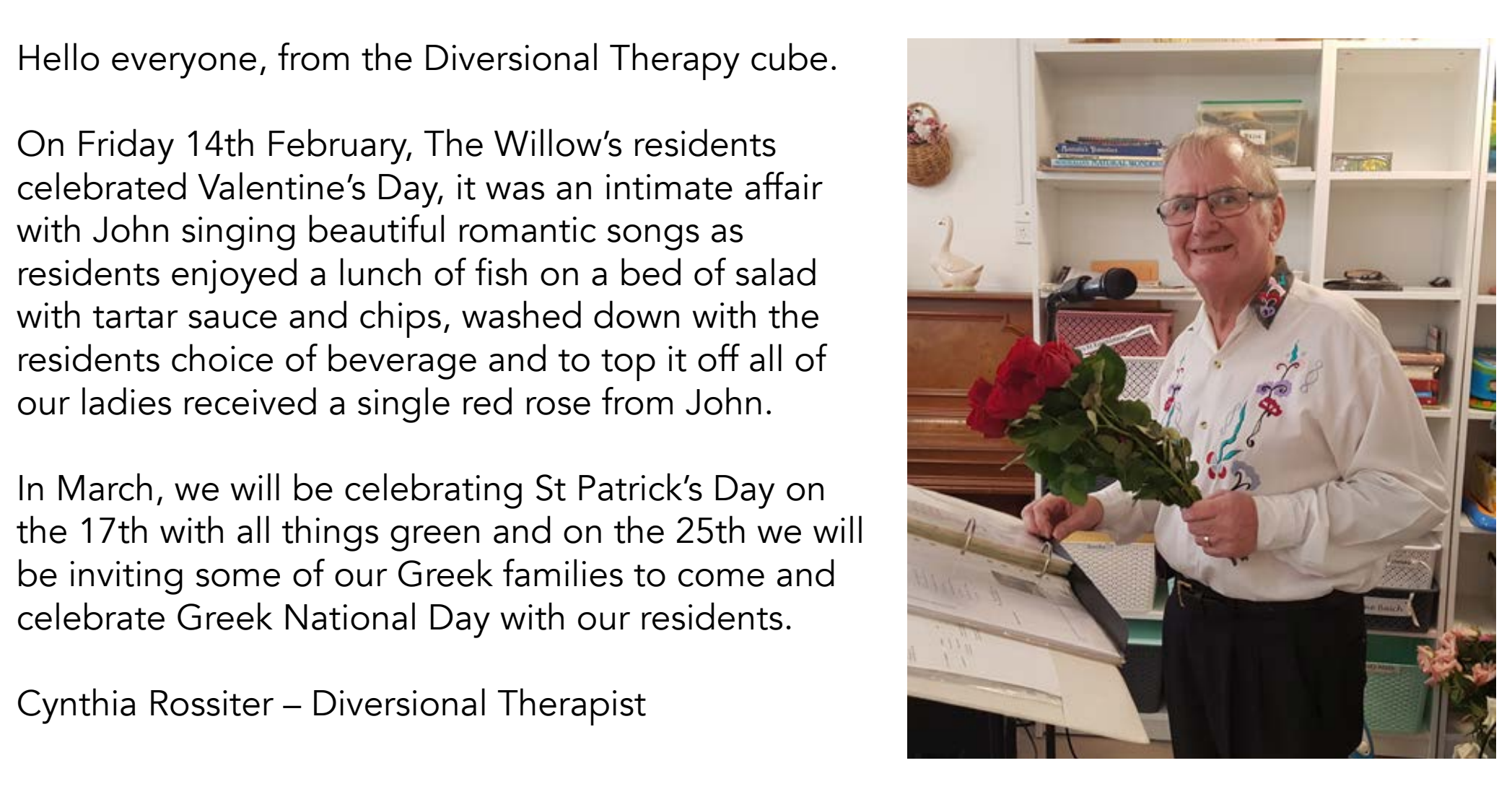
Hello everyone, from the Diversional Therapy cube.

On Friday 14th February, The Willow's residents celebrated Valentine's Day, it was an intimate affair with John singing beautiful romantic songs as residents enjoyed a lunch of fish on a bed of salad with tartar sauce and chips, washed down with the residents choice of beverage and to top it off all of our ladies received a single red rose from John.

In March, we will be celebrating St Patrick's Day on the 17th with all things green and on the 25th we will be inviting some of our Greek families to come and celebrate Greek National Day with our residents.

Cynthia Rossiter – Diversional Therapist

HEALTH AND WELLNESS



Coronavirus

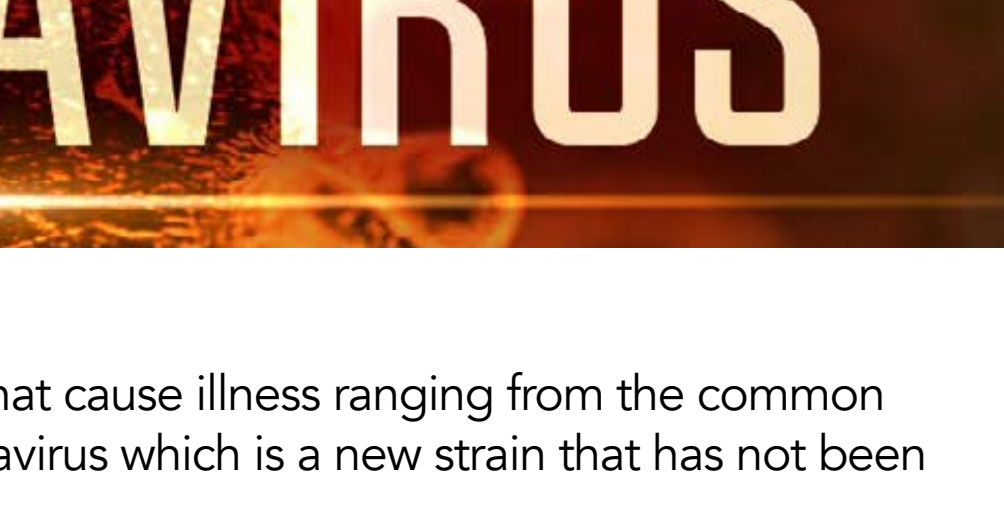
Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as novel coronavirus which is a new strain that has not been previously identified in humans.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

To avoid the spread of the disease you should:

Wash your hands frequently with soap and water or use an alcohol-based hand rub if your hands are not visibly dirty. Washing your hands with soap and water or using alcohol-based hand rub eliminates the virus if it is on your hands.

Practice respiratory hygiene, when coughing and sneezing, cover mouth and nose with flexed elbow or tissue – discard tissue immediately into a closed bin and clean your hands with alcohol-based hand rub or soap and water. Covering your mouth and nose when coughing and sneezing prevent the spread of germs and viruses. If you sneeze or cough into your hands, you may contaminate objects or people that you touch.



MAINTAIN SOCIAL DISTANCING: maintain at least 1 metre (3 feet) distance between yourself and other people, particularly those who are coughing, sneezing and have a fever. When someone who is infected with a respiratory disease, like 2019-nCoV, coughs or sneezes they project small droplets containing the virus. If you are too close, you can breathe in the virus. Avoid touching eyes, nose and mouth, hands touch many surfaces which can be contaminated with the virus. If you touch your eyes, nose or mouth with your contaminated hands, you can transfer the virus from the surface to yourself.

If you have fever, cough and difficulty breathing, seek medical care early, tell your health care provider if you have travelled in an area in China where 2019-nCoV has been reported, or if you have been in close contact with someone with who has travelled from China and has respiratory symptoms. Whenever you have fever, cough and difficulty breathing it's important to seek medical attention promptly as this may be due to a respiratory infection or other serious condition. Respiratory symptoms with fever can have a range of causes, and depending on your personal travel history and circumstances, 2019-nCoV could be one of them.

Australian Government
Department of Health

Novel coronavirus (COVID-19)

Information for residents of residential aged care services, their family members and visitors.

There is an outbreak of novel coronavirus (COVID-19) in mainland China.

If residents, their family members or visitors have travelled from mainland China or think they may have been a close contact of a confirmed case of coronavirus, special restrictions apply. They must isolate themselves in their home or accommodation, which means not attending public places, in particular work, school, university or public gatherings.

This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at www.health.gov.au

Who needs to isolate?

To help limit the spread of coronavirus, you must isolate yourself in the following circumstances:

- If you have left, or transited through, mainland China in the last 14 days you must isolate yourself for 14 days from the date of leaving mainland China.
- If you have been in close contact with a confirmed case of coronavirus, you must isolate yourself for 14 days from the date of last contact with the confirmed case.

Residential aged care services

Residents of aged care facilities are advised that if any family members or visitors meet the restrictions, residents will not be able to have these visitors. These visitors will need to be isolated in their own homes. Residential aged care facilities have been advised to have appropriate precautions in place to ensure residents continue to remain safe from coronavirus. These precautions include monitoring for coronavirus, assessment, testing and having space and resources prepared in the unlikely event a resident needs to be isolated.

At this stage, there is a low likelihood that residential aged care facilities will be affected by coronavirus and these measures are purely precautionary.

What does it mean to be isolated?

If you are a resident and need to be isolated, you will be placed in a single room away from other residents and will not be allowed to see visitors. Health care and residential care workers will continue to provide support and care while you are isolated. If you need to leave your room, such as to seek medical care, you will be required to wear a surgical mask, which will be provided by health care workers. There is no need for any healthy resident to wear a mask.

If you are a family member or visitor who needs to be isolated, refer to advice in the 'Isolation guidance' information sheet at www.health.gov.au

How can we help prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses.

You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact.

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness - not coronavirus.

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor. Information for residents of residential aged care, families and visitors – Version 4 (14/02/2020)
Novel coronavirus (COVID-19)

WATCH THIS SPACE

SOMETHING NEW IS COMING SOON

We don't want to give too much away but just wanted to let you know that The Willows have joined forces with Calmology, a company who began in response to clinical managers and nurses seeking a drug-free way to alleviate agitation in Australians with dementia.

Over the years, their range has been tested, refined and has evolved beyond aged care for the wellness of people in the wider community. **Calmology bodycare** is carefully formulated with plant oils and herbal tinctures used for centuries for their wellbeing and fragrance properties.

Our April newsletter will give you a much more detailed background to this range and their benefits.

A SHINING LIGHT TO OUR DEDICATED STAFF

Staff Member - Aurelia Paguyo

My name is Aurelia Paguyo and I am originally from the Philippines. I am the 4th out of 7 children in my family. I have been working at The Willows for 26 years and it feels like a second home to me. I love my job, it's very satisfying and fulfilling to look after our residents and interact with their families, relatives and friends.

I really appreciate and am very thankful to Sister Helen and Mr Sam Inbari for the help they gave me during the initial phase of my work in The Willows.

THIS MONTH'S BLOOM - DAFFODILS

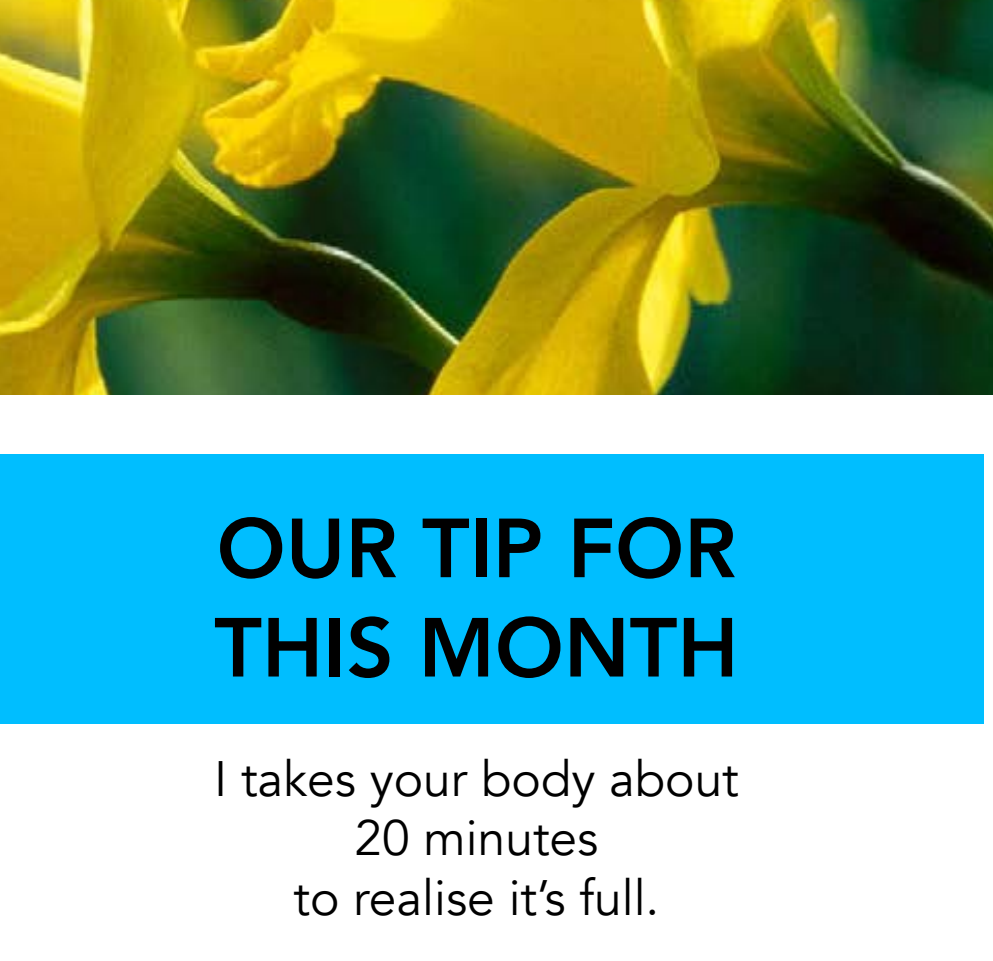
KEEP OUR RESIDENTS SAFE

If you've been visiting, could you please ensure that the main security gate is closed once you leave the property.

84
PUSH
PEDESTRIAN ONLY ENTRY

OUR TIP FOR THIS MONTH

I takes your body about 20 minutes to realise it's full.



THIS MONTH'S PASTORAL PRAYER

DEAR GOD, HELP ME TURN MY SPIRIT TOWARDS YOU SO THAT I CAN FIND THE STRENGTH TO OVERCOME MY PROBLEMS. FORGIVE MY DOUBTS AND FEARS, AND FILL ME WITH YOUR LOVE AND STRENGTH. -IN JESUS' NAME, AMEN.

DID YOU KNOW?

We have the following services that visit and are available to all the residents at The Willows?

- Dog Therapy
- Hairdresser
- Dentist
- Podiatrist
- Physiotherapy
- Art Therapy
- Catholic Holy Communion

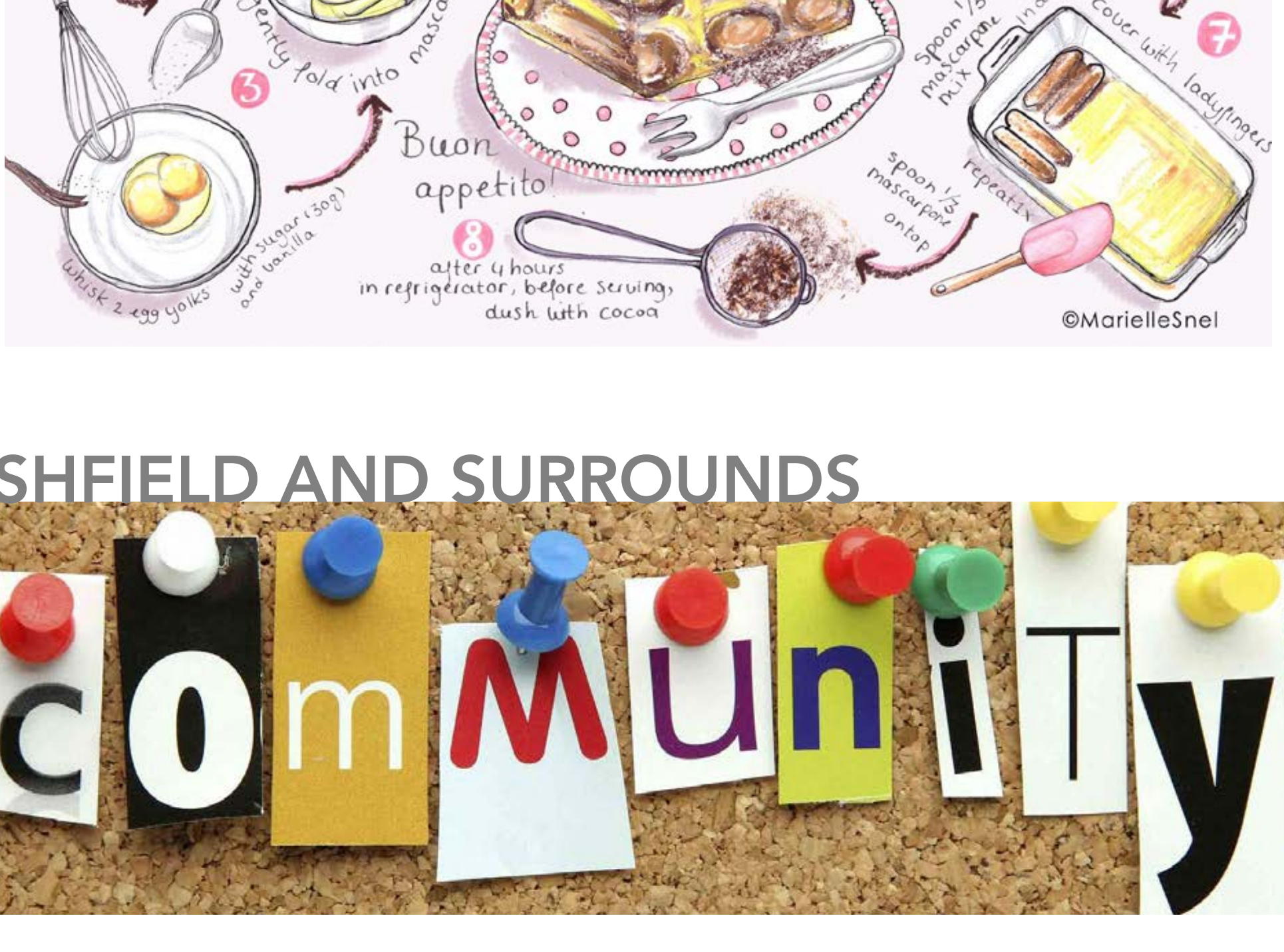
MARCH EVENTS

These are some of the wonderful upcoming events for the month of March. All family most welcome to join in.

- St Patrick's Day - 17th March
- National Greek Day - 25th March
- Bingo - every Monday
- Music Trivia - every Wednesday
- Sing-along - every Friday
- Art Group Painting - every Sunday
- So much more - keep updated by Management & Staff

(Please note that events are subject to change)

THIS MONTH'S RECIPE



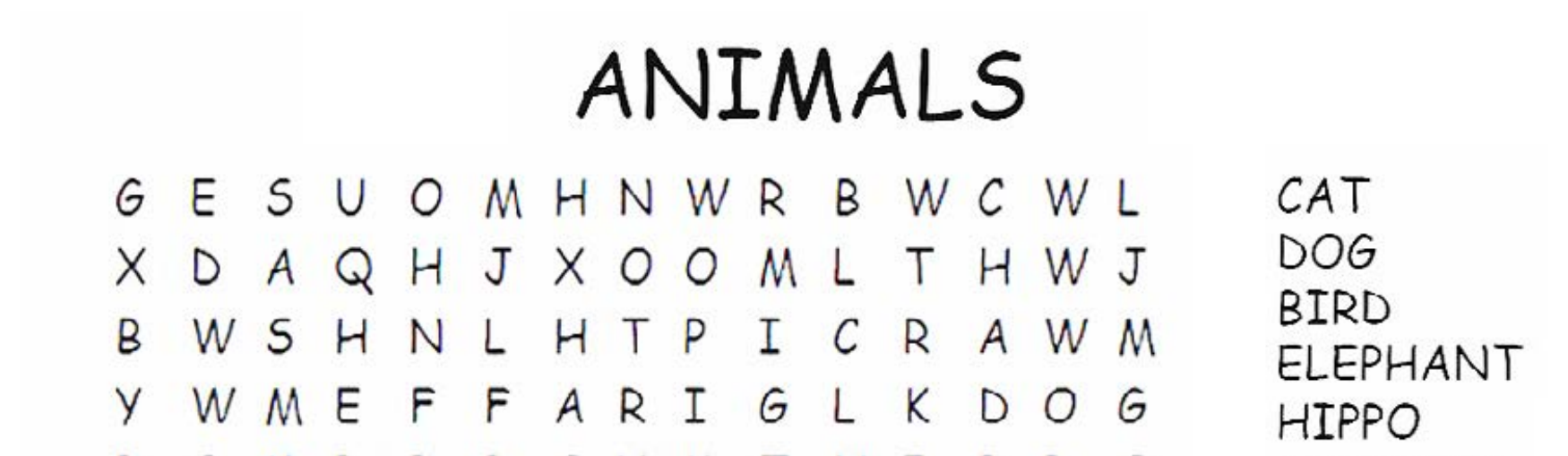
tiramisu
1 separate 4 eggs
2 whisk 2 egg whites with sugar (80g)
3 whisk 2 egg yolks with sugar (80g) and vanilla
4 gently fold into mascarpone (250g)
5 cup of espresso
6 with some cognac
7 spoon a 1/3 of mascarpone cream into the bowl
cover with ladyfingers
soak ladyfingers into the liquid
repeat
8 after 4 hours in refrigerator, before serving dust with cocoa
Buon appetito
©MarielleSnel

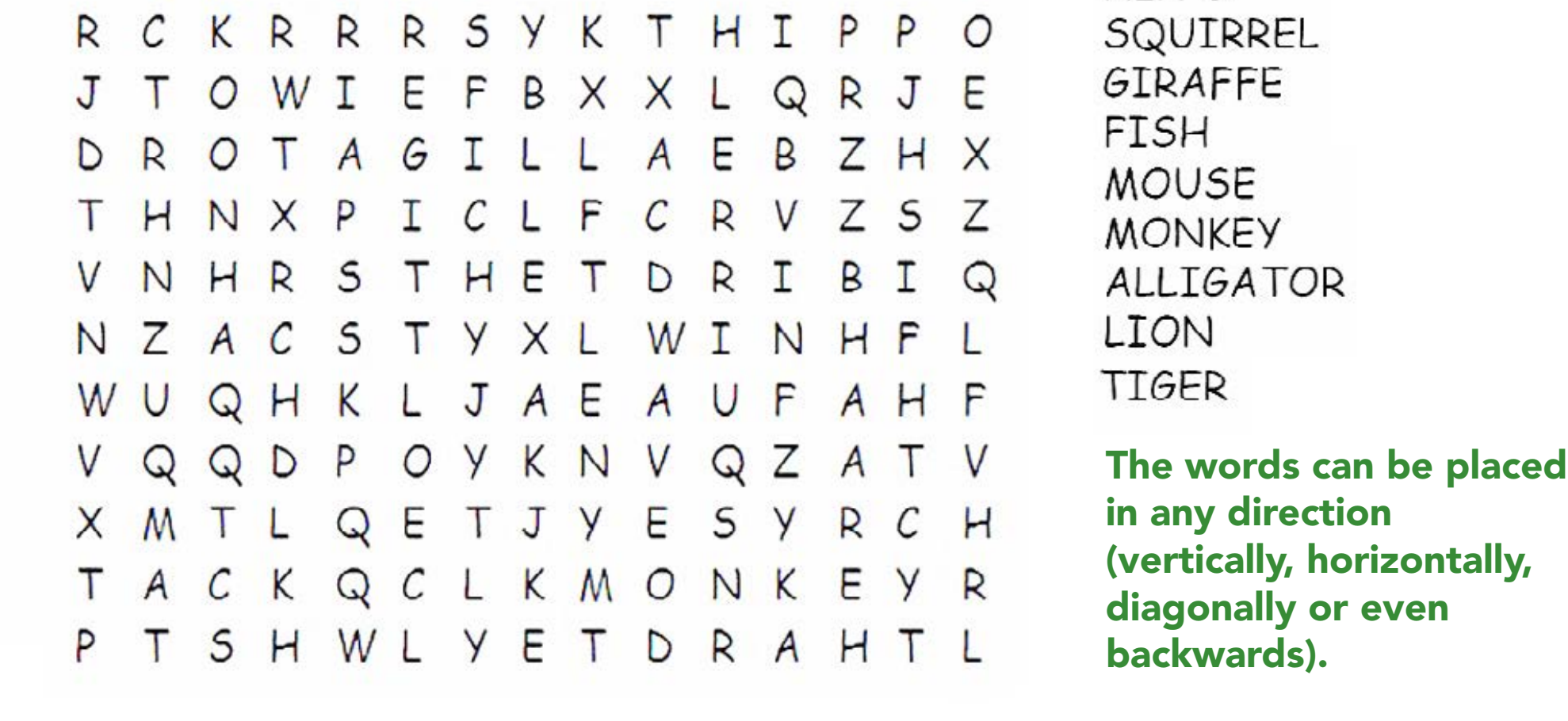
ASHFIELD AND SURROUNDS

Some useful links:

- OUR SUBURB - https://en.wikipedia.org/wiki/Ashfield,_New_South_Wales
- INNER WEST COUNCIL - https://www.innerwest.nsw.gov.au
- ASHFIELD MALL - http://www.ashfieldmall.com.au
- ASHFIELD BUNNINGS WAREHOUSE - https://www.bunnings.com.au/stores/nsw/ashfield
- ASHFIELD AREA GUIDE - https://www.timeout.com/sydney/things-to-do/ashfield-area-guide

TIME TO RELAX





ANIMALS

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G E S U O M H N W R B W C W L
X D A Q H J X O O M L T H W J
B W S H N L H T P I C R A W M
Y W M E F F A R I G L K D O G
R C K R R R S Y K T H I P P O
J T O W I E F B X X L Q R J E
D R O T A G I L L A E B Z H X
T H N X P I C L F C R V Z S Z
V N H R S T H E T D R I B I Q
N Z A C S T Y X L W I N H F L
W U Q H K L J A E A U F A H F
V Q Q D P O Y K N V Q Z A T V
X M T L Q E T J Y E S Y R C H
T A C K Q C L K M O N K E Y R
P T S H W L Y E T D R A H T L
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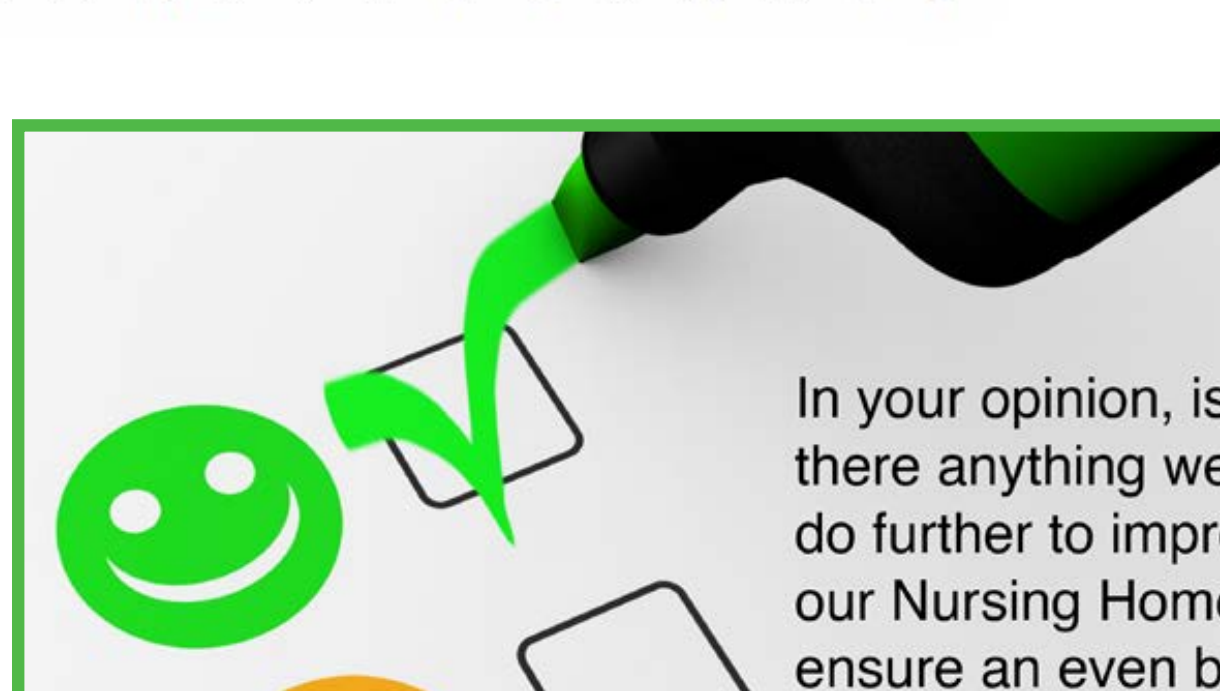
CAT
DOG
BIRD
ELEPHANT
HIPPO
SQUIRREL
GIRAFFE
FISH
MOUSE
MONKEY
ALLIGATOR
LION
TIGER

The words can be placed in any direction (vertically, horizontally, diagonally or even backwards).



In your opinion, is there anything we can do further to improve our Nursing Home to ensure an even better experience for all involved?

We have also just created a NEW FACEBOOK PAGE.

PLEASE CLICK HERE →

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If you wish to **UPDATE SUBSCRIPTION PREFERENCE**, then please click **HERE**