

Welcome Ernest Quetulio.



We are excited to introduce our newly appointed General Manager Home and Community Services who joined our McLean Care family in May. So that you may get to know Ernest and his passion for human connection which he believes is key to delivering exceptional care, we spent some time asking him a few questions.

Why did you choose to work in aged care?

I chose to work in Aged Care because this is one of the very few industries that affords individuals to encapsulate their passion for health and make a real difference in people's lives. The connections we make and the relationships we create is a special gift that we can own and share with those who are most in need of kindness and caring. I can honestly say, that no matter how hard my day has been, I can sleep well at night knowing I added some goodness in our world.

The aged care industry needs are always changing. What are you looking to achieve in the next 12 months and why is this important?

In the next 12 months, I plan to go on a journey with our home and community team members. This is a two pronged approach which we believe will pave the way for the realisation of all our goals. One involves a robust culture building strategy aimed at reconsolidating our existing services to retain our accreditation and improve the quality of the services we provide. The other facet is to expand our community services. We are really dedicated to ensuring we are the provider of choice in the areas our service extends, to be visionaries in Aged Care and create a roadmap towards our future success.

Before accepting this role, why did you choose McLean Care?

I chose McLean Care because I believe in their vision, their leaders, and their people. I saw their passion for care and improving the quality of healthcare provision in Australia. I also saw stargazers and trailblazers who are willing and able to pave the way for the future of this noble industry.

I felt, even in the early stages of our interaction, that McLean Care enacts their values in their actions, which is really important to me and my principles as a human being. McLean Care's team genuinely believes that they can add value to people's lives through care and innovation and I knew then, that I wanted to be part of this team and contribute to its successes.

What makes a great aged care worker?

A great care worker is someone who has heart. I always tell my peers how you can't teach heart. I've learned this from my extra curricular activities. This, for me, is what defines a great care worker. Talent may be a wonderful thing, even a gift – but it means nothing without heart.

What defines us is our heart and the courage that comes with it. The drive to do what's right leads to genuine and lasting connections. As care workers, we help to protect the most vulnerable in our society, and further tap into the connection, courage, and heart that has brought us through this era of health provision. Their main focus should be on the good they can do and true to this purpose, the joy they can bring. Simple acts of kindness reflect our values, and define us as an organisation.



Greek Lamb with Crispy Potatoes.

Ingredients

- 3 garlic cloves, crushed
- 1/4cup (60ml) olive oil
- 2tbs chopped rosemary leaves
- 1 lemon, sliced
- 4 x 4-cutlet lamb racks
- 10 chat potatoes
- 150g vine-ripened cherry tomatoes

Method

1. Combine garlic with 2 tablespoons of oil, rosemary and lemon in a bowl. Add lamb, season with salt and pepper, and toss to coat. Marinate for 15 minutes.
2. Preheat the oven to 180°C.
3. Meanwhile, part-cook the potatoes in a pan of boiling salted water for 5-6 minutes, then drain.
4. Flatten each potato with a potato masher and place in an oiled roasting pan. Drizzle with remaining 1 tablespoon of olive oil and season well. Roast in the oven for 15 minutes or until golden.
5. Meanwhile, heat a large frypan over medium-high heat. Sear the lamb on all sides. Place lamb and any pan juices on top of the potatoes with lemon slices and roast for 10 minutes (for medium-rare, or until cooked to your liking). Remove lamb, cover loosely with foil and rest for 5 minutes. Add tomatoes and olives to the potatoes, then return pan to the oven for a further 5 minutes until tomatoes soften.

Serve the lamb on the potato mixture, with mint sauce if desired

Source: www.taste.com.au/recipes/greek-lamb-crispy-potatoes



Onward&Outward

A national provider you can rely on now more than ever.

From our humble beginnings as a convalescence home in 1953, McLean Care has grown to become one of today's aged care industry leaders and innovators and is now a national provider enriching the experiences of older people across Australia.

In this rapidly changing world of aged care, we are constantly working to improve the quality of life for our seniors across Australia, both in their own homes, our residential and independent living facilities and now our centre based respite.

More than ever before it is important to us that we are able to provide culturally inclusive, contemporary, relevant and person-centred services that offer choice, support independence and care that contribute to a fulfilled and positive ageing experience.

CHSP GROWTH SUCCESS

McLean Care is delighted to announce our recent success in the Commonwealth Home Support Programme Growth Funding Round for 2020-21 and 2021-22. This financial commitment from the Australian Government aims to provide choice to prioritised aged care services in high demand areas through the entry level tier of CHSP. It will improve our range of flexible service options that provide assistance to clients via home and community services, residential or independent living options.

Providing equitable and affordable services this grant will also provide the use of assistive technologies for our clients to live in a safe, stable, and enabling environment.

This grant now provides us with the national provision of services and client reach throughout WA, TAS, VIC, QLD, and NSW sites.

BUDGET 2021-22 AGED CARE

The Australian Government has announced its \$17.7 billion 5 year plan for genuine change for our Australian seniors.

The final report of the Royal Commission and the Commonwealth Government's response in the Federal Budget has signalled a new direction

for the Australian aged care system. The government has accepted or accepted in principle 128 of the 148 recommendations of the Royal Commission.

The budget outcomes are built around the 5 year "five pillars" aged care reform plan which are:

1. Home Care – at home support and care based on assessed needs
2. Residential aged care services sustainability
3. Residential aged care quality and safety
4. Workforce
5. Governance

CULTURAL AND LINGUISTICALLY DIVERSE PROGRAM (CALD)

With a growing Australian multicultural society, McLean Care is set to launch our first Culturally and Linguistically Diverse (CALD) Centre Based Respite Programmes for older people across our NSW locations which include Tweed Heads and Dubbo and across our QLD locations Logan and Rochedale.

Under the Commonwealth Home Support Programme, McLean Care will now offer these centre based respite services for carers of older people.

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Throughout June we will be hosting locally based community forums so that we can understand and design together the respite programmes each community needs.

For more information on our centre based respite service please visit <https://mcleancare.org.au/affinity-club-respite-and-wellness-centres/>

TRANSITION CARE

It has been a dilemma over the years to find transitional care for seniors upon discharge from hospital. McLean Care is pleased to announce our provision of short-term care support services that will help people aged 65 years and older, return to their independence after a hospital stay.

Transition Care is designed to support recovery after a hospital stay and to prevent hospital re-admission. It provides short-term specialised care and support in your home to help older people regain their functional independence and confidence sooner.

Now working with Darling Downs Hospital and Health Service and discharge planners, older people are reviewed for eligibility and referred to our services whilst still in hospital. We will then commence support and services once the older person has been discharged home.

STRONGLY COMMITTED TO OUR AUSTRALIAN AGING JOURNEY

Customer-centric, practical and collaborative approaches to innovation are now more than ever needed to meet the needs of older Australians and their families and to keep pace with the rapid developments in aged care.

We are constantly under pressure to respond to an ageing population and we have learnt to be agile, adapting faster to changing market conditions, consumer sentiment and regulatory changes and throughout it all we are strongly committed to the Australian ageing journey.

Sue Thomson
Sue Thomson
Chief Executive Officer

“Life is like dancing – it’s not about getting from one place to another. It’s about enjoying each step.”

National Volunteers Week



Lorraine with CWA House Manager Di Jolly.



Volunteers Helen Antonio and Trish Adams from Yallambee

We are extremely privileged to have so many people in our communities who volunteer their time each week and we are very grateful for all that they do. As a token of our appreciation we held morning teas across our residential facilities in NSW and QLD to thank all of our volunteers - you are amazing!

Anzac Day

This event is always high on our calendar each year, paying our respects, remembering many stories and times of long ago. This year marked the 106th anniversary of ANZAC Day. For more photos please visit our facebook page.



COVID-19 Vaccinations Continue



The COVID-19 vaccination is continuing throughout McLean Care, with all facilities having had either their first or both doses. We strongly encourage everyone to receive the vaccination. There is an enormous amount of information regarding the Vaccines in the media. To cut through this, any questions that you have can be directed to General Practitioners or to our Managerial staff.

INFLUENZA VACCINATION

The Queensland and NSW Governments have directed that visitors must receive the 2021 Influenza Vaccination. Visitors wishing to enter a residential aged care facility will require a 2021 Influenza vaccination no later than 30th May 2021 in QLD and no later than 1st June in NSW. Exemptions may be granted from a 2021 Influenza vaccination if you have medical contraindications such as anaphylaxis or are observing the waiting period between COVID-19 Vaccination.

NATIONAL AGED CARE MANDATORY QUALITY INDICATOR PROGRAM EXPANDED

The Commonwealth Government have expanded the National Aged Care Mandatory Quality Indicator Program (QI Program). Currently this program requires McLean Care to report against three quality indicators, pressure injuries, use of physical restraint and unplanned weight loss. From 1st July 2021 two additional indicators will require reporting, falls and major injury and medication management. It is important to note this data is recorded in accordance with section 26 of the Accountability Principles 2014, and no personal information about any McLean Care residents is provided.

McLean Care values your feedback and suggestions. Any suggestions or feedback please email risk@mcleancare.org.au.

Brendan Hartfiel
Manager Clinical Governance;
Quality and Risk

Supporting women, children and their pets to escape domestic violence

McLean Care is proud to support the Allawah Cottage Charity Ball in Gunnedah for the first time in June 2021.

The ball will be held annually to raise money for Allawah Cottage which is a purpose built crisis accommodation for women, children and their pets to escape domestic violence.

Based in Gunnedah, Allawah Cottage is the initiative of Jobs Australia Enterprises, who understand that victims of domestic violence often do not leave the household for a number of reasons including not having a safe, supportive environment for themselves and their children to go to at short notice. With the support of the Gunnedah community, Allawah Cottage can provide a safe haven and a better outcome for victims of domestic violence.



Celebrating International Nurses Day!

A dedicated poem to all Nurses (Carers)

One of our Yallambee residents Rowena, who was a nurse in her younger days, shared this beautiful poem on International Nurses Day!

You come into my home with a smile on your face
Assist with my needs and put all into place
We talk and we laugh or I may shed a tear
The comfort for me is to know that you are near.

For so many years I coped on my own
Talking care of my husband, family and home
As the years have gone by many changes have appeared
My family now grown, my husband no longer near.

So hard to ask for help at times
As pride gets in my way
But you treat me with dignity and respect
When you visit me each day.

You see, when I was young, I was a nurse just like you
Attending to sick and frail, the same as you do
I often remember those days, in my special way
So feel proud of your profession
On International Nurses Day.



#YOUR VOICE COUNTS

FREE COMMUNITY FORUM
Are you a local senior or a carer for an older person? Do you want to connect with people from a diverse range of cultural backgrounds?

With your help, we're designing and delivering the inclusive aged care and respite services your community needs today and for the future.

Come and join us to hear more about the services we offer and to have your say about local services for the future.

Wednesday 16 June 10am-12pm
Western Plains Cultural Centre,
76 Wingewarra Street, Dubbo

RSVP: Friday 28 May 2021. Numbers are limited.
Please call Jess to RSVP on 0478 976 036.
Light refreshments provided.

Have you ever thought about volunteering?
Or pursuing a career that makes a real difference in peoples' lives?
Join us to find out more at this forum!