

KALOMA CHRONICLE

JANUARY 2021 EDITION

Locked Bag 3006
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Phone: (07) 4671 1422
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Happy Birthday

RESIDENTS

Jack Saunders	2
Dora Kneipp	7
Patricia Shepherd	8
Dorothy Sudholz	8
Sticky Pitman	9
Ronald Chandler	22
Hilda Linton	24
May Picking	28
Laurence Hill	30

STAFF

Irene Niyonsenga	1
Alisa Wilson	2
Bernadette Osborne	4
Laura Donn	14
Peta-Sue Raymond	14
Bianca Grose	16
Courtney Hegarty	16
Tia Dillon	20
Risiva Foster	21
Wendy Jones	23
Jo Sloss	28
Sureka Naellage	29

Happy Birthday to All

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From the Director of Nursing/Facility Manager- Tenneille Aguilar



“Youth is a gift of nature, but age is a work of art” (Stanislaw Jezry)

Welcome to 2021,

I Hope everyone had an enjoyable Christmas and New Years and had plenty of time to spend with those whom they have meaningful connections with.

It is a brand New Year for the Aged Care sector and lets all hope the restrictions in Aged Care remain better then what they were in 2020. Although, at the end of the day it is keeping us all safe and that's what is the most important.

For those who are unaware at the time this was printed Kaloma was following Aged Care Direction number 16 which was a welcome reprieve for a lot of the residents and their families/friends. Visitors to Kaloma are now not restricted in numbers and a flu vaccination is no longer required to enter. This is most likely due to the end of the flu season plus a reduction in manufacturing of the flu vaccine for the 2020 season. Social distancing though is still required and unfortunately due to that it was impossible for the residents to have a special party with their families like we have done in the past. Alternatively, the residents were able to have their own with just residents and Allan Fairbanks to sing for entertainment. The theme chosen was “Winter Wonderland” and Lifestyle done some amazing decorations. On the menu was a roasted glazed ham with roasted vegetables and even Santa stopped by to hand out presents for everyone. It was a day of fun had by everyone and certainly lifted the mood after such a tumultuous 2020.

The last of the staff Awards were tallied in December with Tyson Raymond taking out the “Achievement Award” and Jo Sloss winning the “Encouragement Award” They are both very deserving of the Awards. Jo does such an exceptional job co-ordinating Kaloma's community home care packages and with extra funding being promised by the government for home care packages here's to hoping Jo becomes a lot busier in the next few months. Helping people to be able to stay in their home for as long as possible is something Kaloma prides themselves upon through the home care program as we recognise the inherent value older adults have in the community.

With a vaccine for Covid around the corner as reported by the news it is important for us all not to become too relaxed just yet. Please I ask all visitors if they have flu like symptoms or just aren't feeling like themselves to avoid visiting Kaloma. The staff of

Kaloma are aware of how strict Kaloma is in ensuring they do not come to work unwell as the safety of the residents and Kaloma's continuity is of utmost importance. Residents as well are please asked to go to their rooms immediately and press the buzzer so they can notify staff they are unwell. A Covid swab is now routine for any resident with flu like symptoms, diarrhoea, nausea or vomiting, confusion or malaise (a medical term for generally unwell).

Kaloma narrowly escaped a lockdown over Christmas due to an outbreak of an infectious illness (needless to say it was not Covid). A Christmas miracle occurred on Christmas Eve and the Public Health Unit allowed us to reopen just in time. A big thankyou to the staff of Kaloma who wore their PPE correctly and stopped the spread almost immediately. Also, the cleaning staff and their quick and thorough cleaning is what really allowed us to open Christmas Eve as well as the wings had to be terminally cleaned.

Lastly, a big welcome to some of our newest residents of Kaloma and their families. Thank you for giving us the opportunity to care for you. We all hope you settle in nicely and enjoy your stay at Kaloma.

If anyone would like to come and see me regarding any questions or concerns or just to pop in and have a chat my door is always open or you can call Kaloma directly and ask for me.

Until next time,

Tenneille

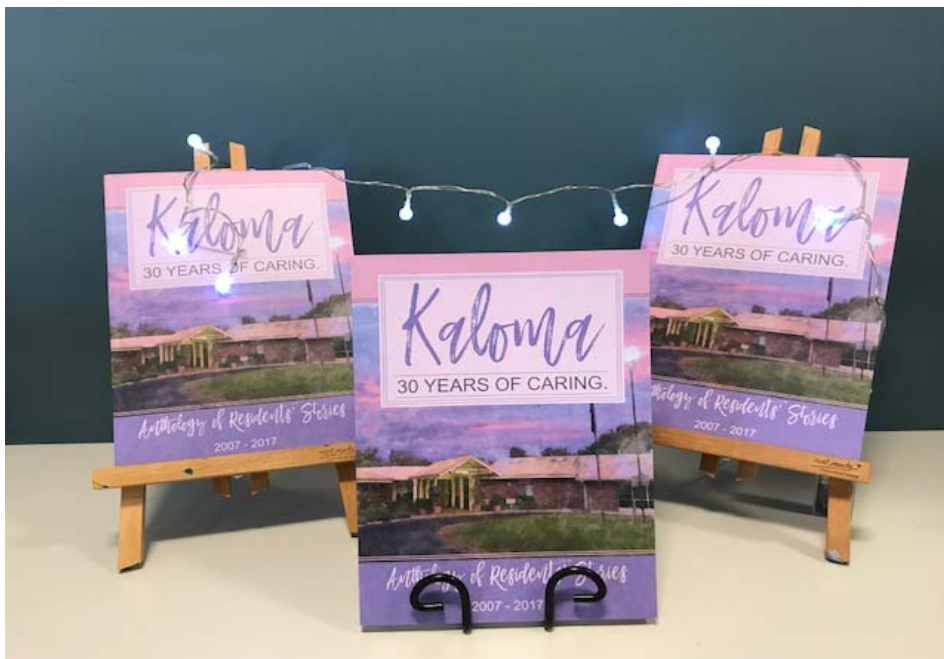
Medicare and Pension Cards

In order to maintain correct and up to date Resident information, if your family members medicare or pension card renewals come in the mail could you please drop a copy or email a copy to admin3@kaloma.org.au.

Thank you for your assistance with this.



*Kaloma 30 Years of Caring
\$30 each
available for purchase at Reception*



Warrigal Brolga and Brigalow

Lifestyle News

"With the new day comes new strength and new thoughts."

- *Eleanor Roosevelt*

Hello to all!

I hope everyone has had a fabulous Christmas and a great start to the New Year. Thank goodness for our Christmas miracle of coming out of Lockdown just in time for Christmas. What a stressful time that was. Thank you to everyone for understanding during that tough period but we made it through.

Last month, the residents had their Christmas party on the 16th. It was a great luncheon to end the year for all the residents. The residents worked hard on our decorations and we were quite impressed with our efforts of making snowflakes out of coat hangers. They turned out great! We also had a lucky door prize raffle for the residents with Lillian Strang taking out the grand prize of a giant chocolate stocking! Congratulations Lillian don't eat it all at once.

We would also like to thank a lovely member of the community for donating goody bags to residents, these were greatly appreciated and made the day a little bit more special. This person wishes to remain anonymous but please know that we greatly appreciate it.

We had a great time Christmas light looking! There was some beautiful light displays and I hope the residents enjoyed looking at them as much as I did. For next year, we are thinking of putting together a Christmas light committee, where we can vote for our favourite Christmas light display and we may even leave the winning house a Prize! This is something we will revisit next year!

In Brigalow, we have been busy putting up our Christmas decorations, cooking, doing craft and looking after our cat Pud. Astrid is still away for now but will hopefully be back at work fighting fit in no time.

Now it's getting the time to take down the Christmas decorations...This time always makes me sad but we are very much looking forward to the New Year. What a rollercoaster this year has been. I applaud the residents for taking everything in their stride, how lucky we are to learn from you all.

I would like to remind our residents that our local library can deliver library books; which family members may like to know too. The library home delivery service is available at Kaloma so perhaps consider this if you are already a local library member, or perhaps you would like to join. Library staff talk to each person to discover the types of reading you prefer, the books you like, the authors you like, and how many you would like to receive. The library has Large Print books for easier reading, audio books, and books on compact disc which will work on any CD player which plays music. Many books are in an mp3 format, which can be played on most CD players, but it is a good idea to check. The library delivers each fortnight and collects the ones you have finished to take back to the library for you. If you would like to know more, please phone the Library on 4771 7470 or talk to Kaloma lifestyle staff. Additionally, I have a message from Ilona at the Goondiwindi Library to families/friends of Kaloma residents. Are you interested in volunteering some time to assist the local library with programs for Kaloma residents?

1. Book Deliveries: Books are selected to suit what the individual Resident likes to read or listen to. Each fortnight a new selection is delivered, and the previous books taken back.
2. Reading Groups: Once a month Resident can gather to focus on their love of reading.
 - a. A librarian comes along with a selection of different topics.
 - b. Excerpts are read
 - c. then all in the group can share their own insights, stories, ideas.
 - d. Volunteers can join in the group and add to the discussion and interaction.

If you would consider volunteering your time, please talk to Tia at Kaloma or Ilona at the Library on 4671 7470.

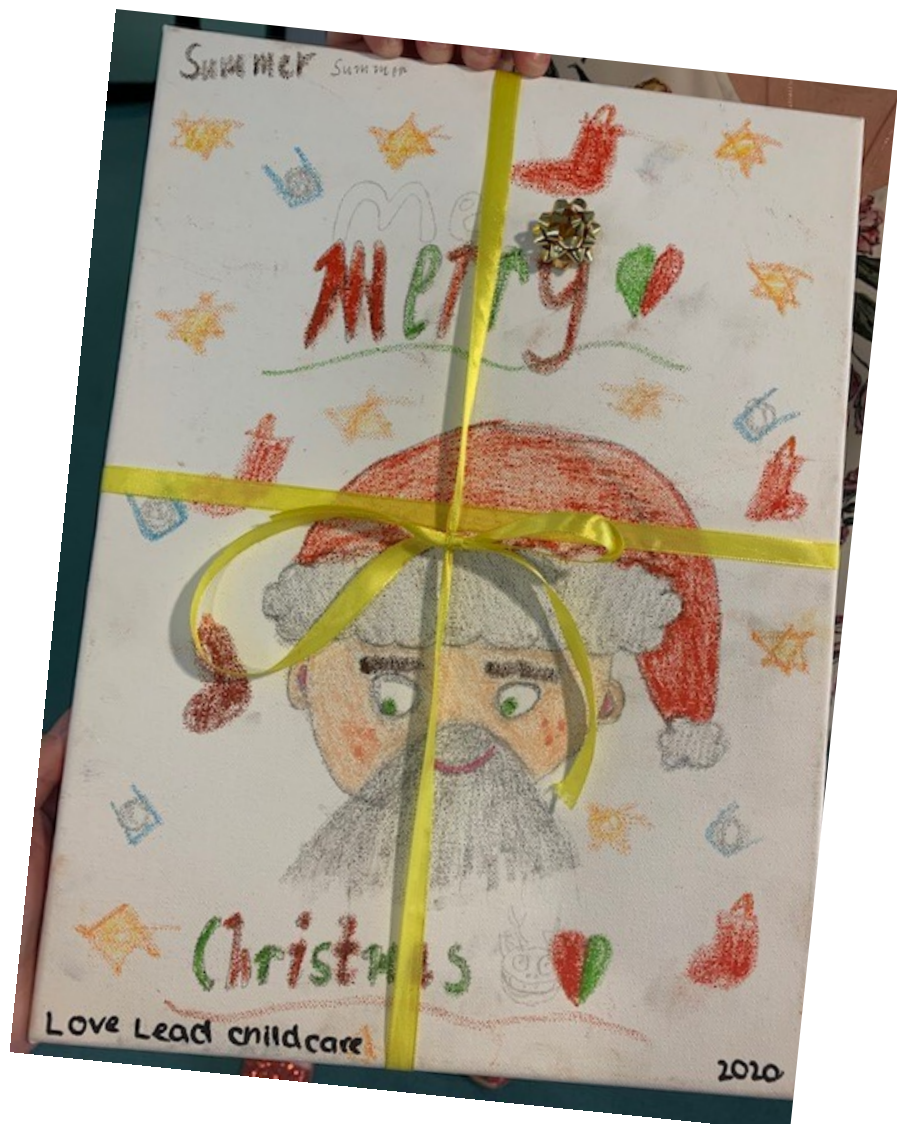
Also, if any residents have any ideas, queries or concerns about the lifestyle program, please do not hesitate to come and have a chat with me or one of the other Lifestyle officers. We are always up for a good chat.

Happy new year to all!!

Tia and the lifestyle Team!



Thank you Lead Childcare





Marilyn Mohr is the lucky winner of the beautiful quilt.

We would like to take this opportunity to thank the wonderful group of ladies who not only hand crafted this beautiful piece but also had a helping hand in selling tickets - Sandy Murphy, Lisa Sylvester and Rose Durkin and Aileen Norman. . A combined effort which has raised over \$3000 which has kindly been donated to Kaloma. A special mention to one ticket seller who on her own sold around \$1500. Thank You.

A thankyou also to Margaret Collins for her generous discount on wadding, backing and quilting.

Australia Day Word Search

S	F	I	R	S	T	F	L	E	E	T	S
O	C	A	W	G	R	E	E	N	M	R	U
U	I	F	L	A	G	W	R	N	A	U	M
T	T	N	A	G	O	L	D	U	T	E	M
H	I	B	A	R	B	E	Q	U	E	B	E
E	Z	N	M	Y	L	K	J	N	C	L	R
R	E	Z	E	P	A	R	A	D	E	U	A
N	N	L	A	M	B	C	H	O	P	E	H
C	R	O	C	E	A	N	A	S	M	V	C
R	T	S	R	U	O	N	O	H	J	H	A
O	A	U	S	T	R	A	L	I	A	G	E
S	Q	S	T	A	H	M	B	P	V	F	B
S	C	A	P	T	A	I	N	C	O	O	K

AUSTRALIA

FLAG

SOUTHERN CROSS

PARADE

BARBEQUE

FIRST FLEET

OCEAN

SHIP

CAPTAIN COOK

CITIZEN

MATE

TRUE BLUE

GREEN

GOLD

BREAKY

LAMB CHOP

HONOURS

SUMMER

HATS

BEACH



Kaloma Community Program News



Dependable, high-quality health care in the comfort and privacy of your home.



NEWS FROM COMMUNITY

Hello and welcome to our January and first edition of the Kaloma chronicle for 2021. We hope everyone had a lovely relaxing Christmas and New Year.

Hopefully we continue to keep getting this lovely rain, As the weather is starting to become warm it is important to remember to drink plenty of fluids, wear loose light clothing, using the air conditioning or fans, even if you don't feel thirsty it is vital to sip water\ fluids throughout the day to avoid dehydration, minimise UTI's and for general health and wellbeing.

It is also still very important that if you are feeling un well to phone Kaloma and notify coordinator Jo 0411031136 before we arrive at your home to stop the spread of infections. Please if your family members are feeling unwell or have a cough tell them to stay away from your home until they feel better.

The aim of Kaloma's home care program is to assist clients to remain in their own home while enabling and encouraging them to do as much as they are safely able to do for themselves. We are here to offer any help you may need to assist you to remain at home for as long as you can. By excepting a little bit of help when you first need it, will help promote your confidence, conserving your precious energy for the tasks you can perform independently. If you know anyone who would like information about our home care packages please contact Home care coordinator Jo-anne Sloss and Kaloma DON\Facilitator manager Tenneille Aguilar 46711422

We would like to remind all our clients that the home care changes made by the government for home care packages will start to come into effect in February 2021 The focus been on how client's budgets can be spent, any excess in your budget will still be carried over each month however this amount will be held by the government. Your package budget will continue to only be able to be used for services we can provide to assist the clients to remain in their own homes for example: Personal hygiene, meal prep and delivery, housekeeping, laundry, mowing lawns, etc anything extra for example carpet cleaning, cleaning of windows, a piece of equipment ie: iron, car service, will need to be approved and be an assessed need, if the government deems this is not something that will benefit you they can decline for this to be purchased through your budget and you will then need to pay the service provider (Kaloma) back. Larger items like mobility scooters will need to be on a hired basis. Further changes will come into effect in September. If you have any question, please speak to coordinator Jo & DON Tenneille.

Kaloma Community Program News

As clients and families are aware our meals will be changing from this month to be in line with what MOW offers the community- A meal will consist of : Hot meal, soup, sweet and juice. Also a reminder that the Food component of our meal delivery service is not something that can be covered under client's budget and this needs to be paid separately by the client (meal prep and delivery are still allowed). Kaloma has tried to keep the price down for our clients and this will be invoiced monthly in arrears for however many meals clients receive either at their home or in Kaloma. All clients received a letter back in November 2020 notifying about this and I thank you for your understanding and continued support.

Reminder- As per client handbook, if you are not going to be home at the agreed time we are due to call and do not give a minimum 24 hours' notice, you will be charged for the amount of time we are to be at your home as we will still have to pay staff, the exception being if you are in hospital. If you are requiring assistance to appointments, please notify at least 2 weeks in advance to assist with rostering. Thank you for your understanding in this matter.

Most of our staff will be having time off this month, from going to the beach, spending time with family, getting ready for first day of school and a wedding it seems like it will be a busy month. By now you have all met Bernadette and thank you for making her feel welcome, Hannah will also be orientating with us this month and also has lots of aged care experience so we will have ample staff to assist our clients. Thank you for your assistance in helping staff whilst I was away sick last month. I am very lucky that we have a great team of home care workers.

Meet Our Team

Name: Ben Cilento – Personal carer in both Kaloma and Home care

How Long have you been at Kaloma:
Just over 1 year

What do you enjoy most about working at Kaloma

1. I Enjoy making a difference in the lives of the people I look after
2. I Enjoy problem solving and putting a smile on our residents and community clients faces

Ben is hoping to study nursing whilst continuing to work as a PCA at Kaloma as Personal carers make great nurses.



Take care

Until next time

Jo (Coordinator) Peta-Sue (2ic) Ben, Alisa, Laura, Bernadette & Hannah.

















Penni and Pete are enjoying their Grandparent duties





Party
TIME



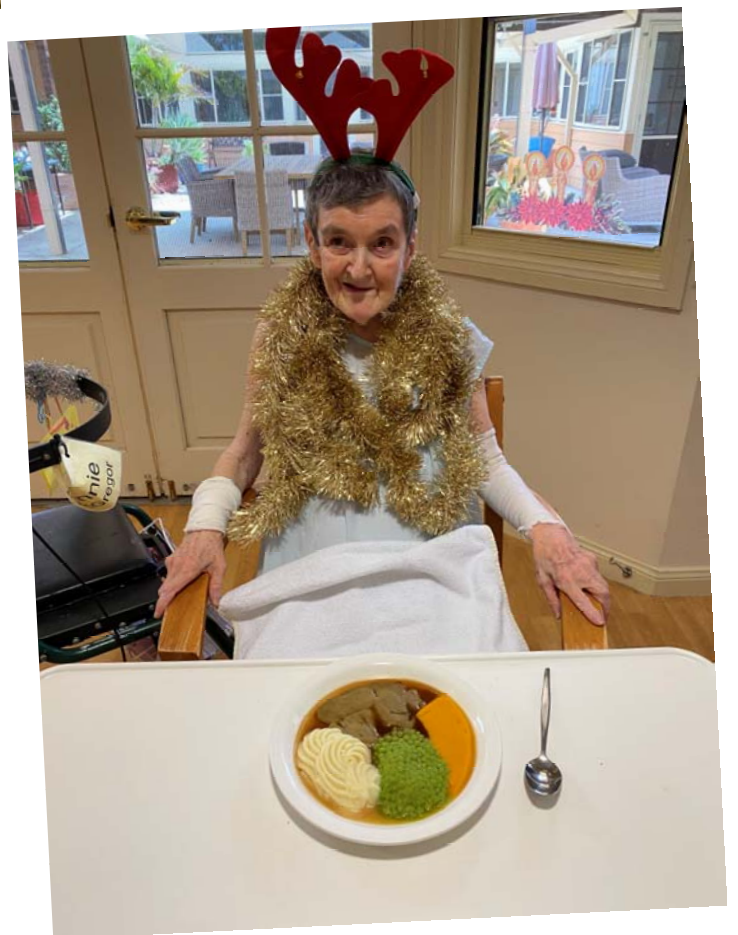
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		WARRIGAL/BROLGA ACTIVITY PLANNER <u>January 2021</u>		1 NEW YEARS DAY! Let's discuss the year past and talk about what we are looking forward to this year	2 Gathering in Coolabah for various activities	3 Movie 
4 	5 Pikelet making with Shelly Let's make some goodies for the store	6 Art Therapy in Warrigal LETS GET CRAFTY!	7 	8 Exercise Bus trip with David! Let's pick our Sunday movie today	9 Gathering in Coolabah for various activities	10 Movie 
11 	12 Pikelet making with Shelly History/reading group with Ilona	13 Art group in Warrigal Anglican church with Rev Kay - 11am	14 	15 930 Exercises 1030 Residents Meeting Gentleman Club with Kent Let's pick our Sunday movie today	16 Gathering in Coolabah for various activities	17 Movie 
18 	19 Pikelet making with Shelly 11:00 Catholic Church	20 Art group in Warrigal COOKING TIME!	21 	22 Exercises in Coolabah Bus Ride with David!	23 Gathering in Coolabah for various activities	24 Movie 
25 	26 	27 Art group in Warrigal 11:00 Anglican Church	28 	29 Happy Hour/ BBQ Lunch!! Let's pick our Sunday movie today	30 Gathering in Coolabah for various activities	31 Movie 

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		BRIGALOW ACTIVITY PLANNER <u>January 2021</u>		1	2	3 Coffee Club Sunday Papers Movie Time
4 Gardening Reading Group Balloon Tennis	5 Food Preparation Barbeque	6 Ball Games Movie Time	7 Garden Walk Music	8 Bus Drive around the Town	9 Reminiscing Music Gardening	10 Coffee Club Sunday Papers Happy Hour
11 Garden Walk Church Messages and Hymns	12 Fun with Tia Garden Walk.	13 History Morning Reading Group Garden Walk	14 Ladies Lunch Music Program Garden Walk	15 Bread making Art and craft	16 Board Games Chair Yoga	17 Coffee Club Sunday Papers Movie Time
18 Art and Craft Board Games	19 Men's Lunch	20 Music Garden Walk Movie Time	21 Garden Walk Music	22 Bus drive around the Town Ball Games	23 Gardening Board Games	24 Coffee Club Sunday Papers Happy Hour
25 Art and Craft Reading group	26 AUSTRALIA DAY Meat pies and a beer for lunch!	27 Cooking Board Games	28 Art and Craft Music Program	29 Cooking Garden Walk	30 Reminiscing Music Program Gardening	31 Coffee Club Sunday Papers Movie Time



Christmas at Kaloma









Staff Christmas Party



Theme

Come dressed with something starting with the letter of your First Name

Home Among The Gumtrees

I've been around the world
A couple of times or maybe more
I've seen the sights, I've had delights
On every foreign shore
But when my mates all ask me
The place that I adore
I tell them right away

Chorus

Give me a home among the gumtrees
With lots of plum trees
A sheep or two, a k-kangaroo
A clothesline out the back
Verandah out the front
And an old rocking chair

You can see me in the kitchen
Cooking up a roast
Or Vegemite on toast
Just you and me, a cup of tea
And later on, we'll settle down
And go out on the porch
And watch the possums play

Chorus

There's a Safeways up the corner
And a Woolies down the street
And a brand new place they've opened up
Where they regulate the heat
But I'd trade them all tomorrow
For a little bush retreat
Where the kookaburras call

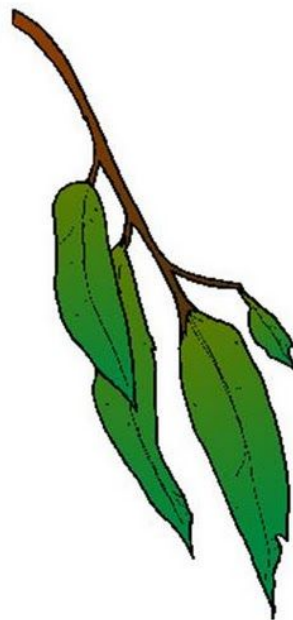
Chorus

Some people like their houses
With fences all around
Others live in mansions
And some beneath the ground
But me I like the bush you know
With rabbits running round
And a pumpkin vine out the back

Chorus x 2

Words and Music by B. Brown/W. Johnson

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STRESS MANAGEMENT FOR RESIDENTS, RESIDENTS FAMILIES AND
STAFF IS ONE OF THE MOST IMPORTANT HEALTH ISSUES AT

Kaloma's Quality Activity Report

The new Quality Standards were introduced across all aged care programs on 1st July 2019. The new Quality Standards are eight in number with a significant focus on the consumer receiving individualised person-centered services and support of their choosing. Our practices do not have to change significantly – as you would be aware, Kaloma has provided person-centred care for a very long time. The key points that staff always remember is that care is to be based around what the consumer and/or their representative chooses after they make an informed decision.

Quality is evidenced in many ways and includes feedback from complaints, consumer feedback, resident's meetings, satisfaction surveys. staff meetings, incidents and accidents and improvements that come from these; and the outcome of the annual schedule of surveys and audits. At Kaloma we are genuine in our approach to strive toward providing the best services by competent qualified staff, to residents and home care clients. We have underway an annual schedule of surveys and audits with the results benchmarked against 35 other services.

A suggestion Box is located at the Sign-In desk at the main reception. Please take the opportunity to record your comments on one of the suggestion forms and place in the box provided. Home care clients are able to ask for a Suggestion Form and one will be provided to you. Kaloma's policy is for staff to log a complaint or comment on the system which then automatically goes via e-mail to the Director of Nursing/Facility Manager. We pledge prompt action without fear of retribution. By raising your concerns, it helps us to improve what we do in the future for others as well.

Plan for Continuous Improvement

Quality activities completed 2020

- Upskilling of the Kitchen staff who have completed either Cert. III in Hospitality or a Diploma in Hospitality.
- Introduction of fortnightly In-service education for staff to recognize and manage various illnesses and conditions affecting the older adult.
- Development of New Graduate Registered Nurse Program specifically for Aged Care.
- ELDAC/ PEPA end of life training. Development of End of Life procedures to ensure that Kaloma's services are aware of what consumer's end-of-life preferences are. A greater emphasis on knowing what we all as individuals want when we are at the end of life.
- AGES team mental health training for staff to address resident behaviour related to dementia and depression.
- Financial benchmarking against other aged care homes and financial analysis to enhance Kaloma's future financial viability
- Pandemic Action Plan / Business Continuity Plan developed and communicated with Medical Centre and Hospital.
- Systems set up for Clinical Nurses to follow in their role.

- Appointment of an Infection Control Officer.
- EDIE dementia training attended by 50 staff.
- Purchase of equipment and resources which are dementia-specific to enhance the living environment of Brigalow and activities.
- AUSMED on-line clinical learning subscription for 3 years for our registered and enrolled nurses to undertake clinical education.
- Enrolment of all other staff to ALTURA/Bridges for on-line learning.
- Policy and Procedure review for Care, Safety, Infection Control, Human Resource Management.
- Introduction of governance policies to meet new Standards.
- Appointment of RN (Courtney Hegarty) to assist Clinical Nurse
- Risk Register developed and published,
- Whistleblower policy developed.
- Board activities – risk assessment, skills assessment, governance training booked for February 2020, review of Board Director position description.
- Care Plans being re-written to match the intent of the new Aged Care Standards.
- Participation in the National Quality Indicator Program.

Results of Audits

A recent audit on Antimicrobial Stewardship showed that consumers did not have written information given out regarding minimizing the use of antibiotics. Antimicrobial Stewardship principles involve having the right antibiotic prescribed for the right organism in a timely manner and reviewed regularly. Consumers are now provided with written information regarding minimizing the use of antibiotics and actions that they can take to minimize the risk of an infection. For example, keeping a wound dressing clean and dry and reporting any dressings that may have come loose promptly to nursing staff minimizes the risk of a micro-organism entering the wound and causing an infection which may require antibiotics. This information was always provided to the consumer verbally, Kaloma has now implemented giving it out in a written form in a way that can be easily understood with options for the document to be translated for individuals who identify as culturally and linguistically diverse.

Staff Quality Logs –

A request was made by clinical and care staff to have a change of uniforms that would have pockets and make them more functional. This would allow them to carry around important objects such as keys, pens, buzzer phones and anything else they use every shift. New uniforms “scrub tops” were implemented after consultation with the residents. They remain colour coded according to designation and clinical/care staff have reported great results and satisfaction. The residents have also commented how “smart” they look on. Residents with dementia often find nurses who dress in typical nursing uniforms (scrub tops) easier to identify and respond better when being re-orientated to time, place and person.

Regards from Mary, Jo, and Tenneille

How to Make a Complaint or Give Feedback?

At Kaloma, we actively seek out comment and suggestion from stakeholders to enable us to continually improve our services.

Comments are much welcomed and accepted without retribution against any person. If you wish to make comment the procedure is as follows;

- Take a Suggestion Form from the Suggestion Box located on the desk at the front door to Kaloma's main entrance. When completed place it in the Suggestion Box at either entrance to Kaloma and it will be collected by the Director of Nursing/Facility Manager (DON/FM).
- Home care clients will be provided with a Suggestion Form by staff if a complaint is raised. When completed clients can either send it back with staff or post it to Kaloma.
- Kaloma's policy is that any complaint raised must be logged on the computer system by staff and this is then automatically sent as an e-mail to the DON/FM for prompt attention.
- Contact the DON/FM directly to discuss your concerns.

Other opportunities for comment or complaint are available through,

- The monthly Residents Meeting with a copy of Minutes provided to each resident, area manager and Kaloma's Board. Agenda items include consultation about changes within the organisation as well as, resident's satisfaction with care, dignity, staffing, menu, cleaning, laundry and maintenance and grounds.
- Both home care and residential programs have an annual schedule of audits and satisfaction surveys with feedback provided via the Kaloma Newsletter.
- Your care plan is regularly reviewed with you.

Should you feel that after using these avenues of complaint that you remain dissatisfied you may write to Kaloma's Board. The contact details are as follows,

'Confidential', President of Kaloma Board
Locked Bag 3006, Goondiwindi. Qld. 4390.

If you remain dissatisfied, you can also contact

If you remain dissatisfied, you can also contact
Aged Care Quality and Safety Commission
GPO Box 9819, Brisbane. Qld. 4001
Telephone: 1800 951 822 (free call)
E:mail info@agedcarequality.gov.au

OR

Aged and Disability Advocacy (ADA)
121 Copperfield Street, Geebung. Qld.
Telephone: 1800 818 338

KALOMA MEETING SCHEDULE

JANUARY 2021	Frequency	Date	Time	Who Attends
Supervisors Meeting	4 weekly (Thursday)	7 th January	2pm – 3 pm	DON/FM, Clinical Nurses and Care Supervisors
Management Meeting	Monthly Monday	25 th January	1pm	All Area Managers
Quality / Work Health & Safety/ Infection Control Meeting	Monthly Monday	TBA	1 pm	All welcome. Quality Coordinator, Area Coordinators. Safety Advisor, Staff Safety Rep, Clinical Nurse, DON/FM
Personal Carers Meeting	4 Weekly	8 th January	2pm	All Care Staff including Clinical Nurse, DON/FM,
Medication Advisory Meeting	Quarterly Thursday	TBA	2pm	GP Dr Anna Carswell, Allen's Pharmacy, Lucy Walker Pharmacy, DON/FM, Clinical Nurses and all interested persons.
Kitchen Staff	Quarterly	TBA	1.30pm	Catering staff.
Housekeeping Meeting	Quarterly	TBA	1.00pm	Cleaning and laundry staff
Home Care Staff/Care Plan/ Quality Meeting	Monthly	TBA	1.15pm	DON/FM, Home Care Coordinator and all Home Care staff.
Residents Meeting - Warrigal/Brolga	Monthly Wednesday	15 th January	230pm	Residents, Lifestyle Officer and DON/FM
Board Meeting	Monthly	28 th January	2.30 Finance 3pm General	Kaloma Board of Directors, DON/FM, Finance Officer.
Lifestyle Meeting	Monthly	TBA	2 pm to 3.30pm	All Lifestyle Staff

RESIDENTIAL, HOME CARE & VOLUNTEER DEVELOPMENT PLAN

A Commitment to Education and Training is Everyone's Responsibility

January 2021	Learning Outcomes	Standard	When	Who
First Aid and CPR	Staff will gain an understanding of what first aid steps to take in a medical emergency and current up to date best practice for basic life support.	3, 7, 8	Ongoing throughout the year	Staff required to attend will be rostered
Chest Pain Assessment: What to do when your patient has Chest Pain	<p>Course Overview</p> <p>One of the most important skills available to the healthcare worker in this situation is the ability to perform an accurate pain assessment. This is particularly the case when a patient is experiencing chest pain, as it will help to determine whether the pain is cardiac in nature. Just as important, is the ability of the healthcare worker to conduct this assessment in a calm and controlled manner.</p>	3,7	15 th January 2021	Care Supervisors and Nursing Staff
Assessment and Management of the Deteriorating Resident	This face to face training will assist all clinical and care staff to recognise deterioration in an older adult. It discusses unstable vital signs and other indications of deterioration that are specific to older adults.	2,3,7,8	22 nd January 2021	Clinical and Care Staff
Online Mandatory Training	This training is to be completed by the 31 st of January and other recommended training throughout the year as listed above.	1,2,3,4,5,7,8,	Due by the end of January	All Staff

