

Managing COVID in residential aged care

For two years WA's closed borders have assisted aged care providers to keep COVID out of aged care facilities and vulnerable elderly people safe from infection.

Sadly, since our borders opened COVID has spread throughout the state, and MYVISTA like many facilities has experienced cases of COVID amongst both aged care residents and staff. Our priority during this time is to keep our residents comfortable as they receive the highest level of care while they recover. Unfortunately, this has meant that we have had to apply restricted visitation for residential aged care during an outbreak and this measure is felt by everyone, but especially by residents.

MYVISTA has been prepared for this eventuality and we have been able to draw upon our comprehensive infection control plans as we all work together to manage the current situation.

The COVID response is being led by an Outbreak Management Team. The team, which includes Infection Control Leads who have specialist training and skills in this area, a Quality Systems Lead who ensures that our processes meet the required standards, and together with the Residential Aged Care Managers and clinical team, ensures that everyone across the organisation understands what needs to be done in detail.

The team is led by the CEO Irene Mooney, and she is in constant contact with the Residential Aged Care Managers as they implement,

monitor, and adjust infection control processes and manage workforce availability and capacity. Our staff are working hard to keep residents engaged and comforted during this difficult time.

As State Government restrictions demand, visitors to aged care have been limited to two per day and where COVID is present, different restrictions apply. Regular visitors would be aware of the strong infection control measures already in place that include checking the vaccination status and temperature of each visitor and making sure surgical masks are worn. All visitors are asked to confirm they have a negative Rapid Antigen Test (RAT) prior to visiting with exceptions in place for daily visitors. We thank all of you for assisting with this screening measure. Staff at MYVISTA are currently confirming a negative RAT daily before their shift commences.

Although COVID is at the front of mind for most people, MYVISTA also has in place processes to minimise the risk of other transmissible diseases like influenza and gastroenteritis. All visitors and staff to aged care and all home care staff must show evidence of a current influenza vaccination, with the 2022 vaccination now available. MYVISTA will require proof of this vaccination on or before May 31 2022.



Staff at Balcatta Residential Aged Care Home in their full PPE uniform

Irene Mooney said the combined efforts of everyone around infection control were deeply appreciated.

“I understand how hard all these measures have been on the residents and their families, but we must continue to support each other to minimise the impact of COVID on those in our care. MYVISTA was founded by members of the community coming together to support each other and I am sure this spirit will prevail now.”

MYVISTA will continue to provide regular updates to the next of kin contact of residents via email and SMS. Questions and concerns should be directed to the respective Residential Aged Care Managers.

CEO Update

We have prepared ourselves for what COVID may bring to MYVISTA

While COVID control measures have become the norm in aged care, I know that the past month and a half has been a particularly challenging period for us at MYVISTA, especially within our residential aged care facilities. I would like to acknowledge the impact that the recently increased infection control measures are having on our residents, staff, and families as we all work together to keep our elderly loved ones safe from the consequences of contracting COVID.

Our normal staff rosters have been impacted as many of our team members have been unable to come to work as they contend with the effects of COVID within their own families. The masks we must all wear make it difficult to communicate, and the constant use of them is fatiguing and stressful for everyone involved. Adhering to Government directives regarding visitor numbers and COVID screening for staff and visitors has not been easy. Government modelling is suggesting that the height of the current risk period has been and should now see some decline in numbers, however, as we have seen, COVID does have a way of returning. Thank you to everyone that has been supportive of these measures; your kindness and patience is appreciated.

While we will continue to monitor the COVID situation closely, we are optimistic about plans to celebrate the 30th anniversary of MYVISTA. The celebrations will begin in July 2022 and continue through to the first half of 2023. We are currently seeking old photos and memorabilia from the early years of MYVISTA when we welcomed our first residents into aged care at Balcatta. Please get in touch if you have items you would be willing to loan us for these celebrations.

Pamela Iseppi has served on MYVISTA's Board of Directors for over a third of the organisation's existence, but she has recently retired from the role. Pamela has been a valued member of a Board that has driven considerable growth and development over the past decade. She is also an active member of the Vasto Club, one of the founders of MYVISTA, and we have appreciated her stewarding the relationship between the two organisations over the years. On behalf of the whole organisation I extend thanks to Pamela for her many years of service to us.

Throughout 2022 there are a number of Aged Care reforms to be introduced, all of which require a review of our systems and processes, staff education and training and learning new ways to meet our regulatory requirements.



I will talk more about these in the next newsletter as some may change depending on the outcome of the Federal Election due in the coming months.

Like all business in WA, MYVISTA is competing for available workforce in a tight employment market. Up until recently when Mirrabooka Residential Aged Care reached full occupancy, we had the challenge of finding staff to fill many new roles, in addition to replacing positions vacated through normal workplace attrition. It has been very pleasing to welcome so many new members to our workforce who collectively are the heart of MYVISTA. To paraphrase our 2021 Employee of the Year Lily, our staff give residents and home care clients the care they would like their own family members to receive. I would like to acknowledge and thank our workforce for their professionalism and commitment as many of them have been undertaking additional and longer shifts, allowing us to continue providing the high standard to all who depend on us.

Fondest regards
Irene Mooney



Chemist now open

The SuperChem Pharmacy is now open on the ground floor of MYVISTA Mirrabooka.

Joining MedOne, CliniPath, Lions Hearing, and Avanti Physiotherapy, they are open Monday to Friday, 8.30am - 5pm for all your pharmacy needs.

Unit 3, 3 Doncaster Road Mirrabooka



A Catholic blessing at Balcatta Aged Care for Ash Wednesday

Supporting spirituality

All people have spiritual needs regardless of their faith, beliefs, and religion. Spirituality can be integral to someone's quality of life and wellbeing and as an aged care provider, MYVISTA strives to maintain and improve both these things for everyone in our care.

We believe that spiritual care is an essential part of age care as it can support our residents to be the best versions of themselves.

Spiritual needs are different for everyone, and our staff are continually looking for ways to support our residents spiritually, just as they would mentally and physically.

A detailed life history is recorded for everyone entering our care and noted on their personal file. The allied health and care staff then review this, looking for ways to support each resident's interests, culture, and beliefs.

Some of the ways we support our residents are:

- encouraging residents to talk about their memories and share stories during daily interactions
- being respectful of a individuals identity, culture, and diversity
- facilitating prayer and providing access to religious services
- encouraging engagement through activities such as providing garden beds for those with an interest in gardening, or providing music for those who like to sing and dance
- ensuring there are opportunities to access outdoor areas and the natural environment
- embracing celebration days for all cultures, for example Orthodox Christmas, Chinese New Year, Christmas and Easter
- facilitating end of life connections and spiritual requests.

Whether it's our home care clients, who we can assist to get to church services, or our aged care residents whose daily lives we can intertwine with spirituality or our retirement communities who we can promote and share local community offerings, we aim to meet the spiritual needs of everyone in our care.



Have your say

The Department of Communities is keen to hear the thoughts and opinions of older Western Australians to help shape the State's 10-year Seniors Strategy.

Have your say on how you can age well in your community and live your best life.

www.wa.gov.au/organisation/departments-of-communities/wa-seniors-strategy-wa-have-your-say

Fun and Activities



Happy hour with Terry



Singing, dancing and lots of fun!



Valentines Day



Arts and craft and morning tea



Fresh air fun

Mirrabooka residents love to take advantage of the summer weather and enjoy fun and relaxation outside.



Birthday celebrations



Happy 96th birthday to Nick



Happy 92nd birthday to Vasil



Sarah with Teddy

Staff Profile Sarah Saeedi, Residential Aged Care Manager

Sarah Saeedi has been the Manager of Residential Aged Care at Mirrabooka for five months and brings to the role lots of passion and enthusiasm as well as vast experience gained in Australia and overseas.

Sarah is originally from Iran and migrated with her family to Melbourne in 1994. She started her nursing career in 2005 and went from working as a carer to an enrolled nurse. After completing her Bachelor of Nursing in 2011, Sarah became a registered nurse.

Her early nursing career and strong connections with the migrant community led her to work at a refugee centre in Melbourne for over four years. The centre recommended her for a medical mission to Ethiopia, where she travelled alongside doctors to remote areas setting up clinics to provide health care to vulnerable communities. She says this was a highlight of her career.

While she held positions such as Nurse Unit Manager, Clinical Nurse Specialist, Clinical Nurse Manager and Clinical Care Manager across different industries, her heart has always returned to aged care.

She is passionate about this sector of healthcare.

Sarah joined MYVISTA in November 2021 and strives to make the Mirrabooka aged care facility the one everyone recommends for its high quality, personalised and culturally informed care. She is very proud of the large team of care staff she manages telling us that, “the staff go out of their way to do the best job they can do.” Adding that during this really difficult time within the COVID-19 pandemic, “the staff are going above and beyond for the residents.”

Sarah moved to Perth in 2018 and with no family here apart from her gorgeous dog Teddy, she has grown close to the residents and the staff. Admired for her tenacity, passion, and selfless nature to ‘pitch in’ when and wherever needed, we welcome Sarah and Teddy to the MYVISTA family.

A celebration of our multicultural workforce

MYVISTA celebrated its multicultural heritage during Harmony Week.

Our workforce of approximately 225 people come from over 20 different countries around the world. When we asked staff what languages other than English they speak, over 40 different examples were provided, signalling a rich diversity of cultural backgrounds.

However it’s perhaps what our staff share in common that is what’s most notable; their overarching kindness and care for our customers and their families as well

as each other. Many of our staff members have made the brave decision to start a new life in Australia as migrants and so share the experience of living between the culture they were born into and the Australian culture they live in now.

Perhaps it’s because of this experience our staff tend to see the whole person, not just their nationality. They are patient and understanding when dealing with people who are ‘different’ to them and have a friendly curiosity about other cultures and a love of



Hermoine and home care employee Lionie



Resident Profile **Hermoine**

Hermoine was among the first residents of MYVISTA Mirrabooka Retirement Living apartments moving in in early 2021. Since then she has benefited from having easy access to the additional support she's needed to maintain her independence.

After many years together in their family home in Dianella Hermoine and her husband Llew decided that Llew's complex health needs would be better met in residential aged care. Llew came to live at Mirrabooka Residential Aged care and Hermoine decided that the bright new apartments next door would make an ideal new home for her, close to Llew.

Hermoine had previously applied for a home care package for herself and when she came to live at MYVISTA Retirement Living Apartments, it made sense that MYVISTA Home Care division manage that service for her. Since moving in Hermoine has experienced her own health challenges that have required some periods of hospitalisation and respite care, but now she is relatively back on track and through her home care package she is receiving daily

help in her apartment with personal care, and weekly transport and social support with shopping trips.

MYVISTA's Home Care coordinator Simon is in regular touch with Hermoine and her daughter-in-law to determine how her services are going and adjusting them as her needs change.

With her current home care support in place, Hermoine is able to maintain her daily visit to Llew, and importantly, her own independence which she greatly values. Trips to the familiar Mirrabooka Shopping Centre with her support worker Leonie enable her to shop for herself and continue to her own banking. Since moving into her apartment, Hermoine has enjoyed the social events for residents and appreciates the convenience of being able to use the GP and physio located on the ground floor.

trying each other's national food dishes! These qualities also extend to our Australian born staff who enjoy the rich cultural diversity of their workplace.

MYVISTA, whose ethos is 'our heritage in harmony', is grateful for the contribution of migrants to our country, our community and our workplace and we hope everyone takes an opportunity to reflect and appreciate our multicultural society.



MYVISTA's staff wore orange for Harmony Week

Staying social in our retirement communities

Residents of Balcatta and Mirrabooka retirement communities have been continuing to catch up where possible and when it's been COVID safe to do so.

The activities are organised by the residents themselves and it's great to see them welcoming new people and continuing to build on the community spirit.

Balcatta have kicked off their AFL Football Tipping competition with some Fremantle vs West Coast Eagles rivalry expected again this year. With the easing of restrictions Balcatta hope to be able to continue planning their schedule of events including a Pot Luck Dinner, ANZAC Day morning tea, regular Happy Hours and their

much loved Christmas in July dinner.

At Mirrabooka residents held a Pizza Night in The Clubroom where they continued to get to know one another. With several new residents recently having moved in, they are planning a Pasta Night as soon as restrictions ease to allow everyone from the complex to attend.

The Mirrabooka Apartments are calling for volunteers to act as Activity Coordinators. Tatiana will work with you at the start and then you can set up some regular activities for everyone to enjoy. Email hello@myvista.com.au if you think this is a role for you.

Employee of the Year

Lily Sairom

Congratulations to Balcatta's Assistant in Nursing, Lily Sairom for being selected as Employee of the Year 2021 at our staff end of year celebration.

Thanks to our sponsors



MYVISTA is turning 30

We are seeking old photos and mementos that will help tell the MYVISTA story.



Later this year, MYVISTA will commence celebrating 30 years of providing care. MYVISTA has been an important part of many people's lives during our long history and our anniversary is an opportunity to reflect and honour all those who have been part of our story.

Do you have a MYVISTA story to tell? Do you have any old photos, newsletters of perhaps even a uniform you would like to share as part of our celebrations?

If so, please get in contact with our Marketing Team at hello@myvista.com.au. We can scan any images you have and return them to you and we would love to hear your stories and recollections about your experiences with MYVISTA.

Keep an eye on our website and our social media to stay up to date with all the birthday celebrations.

Residents & Relatives meetings

(Currently scheduled but subject to change)

BALCATT

Held on the second Wednesday of the month at 2:00pm

Garden Wing

11 May, 13 July, 14 September, 9 November

Vista Wing

13 April, 8 June, 10 August, 12 October, 14 December

MIRRABOOKA

Held on the second Tuesday of the month at 11:00am

12 April, 14 June, 9 August, 11 October, 13 December