



Annual Report

2021



Cindy McLeish MP, State Member for Eildon presented a new Australian Flag to residents George W, George G, Les, James and Board Member Alison



Darlingford Upper Goulburn Nursing Home

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Index

Mission Statement	Page 4
Board of Management Profiles.....	Page 5
President's Report.....	Page 9
Chief Executive Officer Report	Page 11
Staff Service Awards	Page 12
Corporate Services Manager Report.....	Page 13
Director of Nursing Report	Page 14
Nurse Unit Manager Report	Page 14

Mission Statement

Vision

Aged care that cherishes quality of life

Mission

The provision of excellent residential aged care services

Our values

We value people

We act in ways that respect the dignity, uniqueness and worth of every person.

We are committed to serve those in our care

We will promote a culture that is positive, cohesive and honest, dedicated to creating fulfilling life experiences for older people.

We value our community

We will build strong, open relationships with our partners-in-care. That includes our consumers and their families, as well as allied health providers, suppliers and our community.

Board of Management

Kevin has a long history of Board Governance, both at a local level throughout the Shire of Murrindindi and the Goulburn Valley and also at a broader State Government level.

He has served on the Board of the Dame Pattie Menzies Centre, is a past President of the School Council of the Alexandra Secondary College and was a Director of the Goulburn Regional Youth Committee and the Murrindindi Development Board.

Kevin also served as a member of the Board of Alexandra District Ambulance Service from 2005 and went on to be Board Chair. When the service was merged to form Ambulance Victoria, Kevin was appointed to the inaugural Board.

More recently Kevin was a Director on the Goulburn Valley Medicare Local Board until its conclusion and was subsequently appointed to the Board of the Hume Primary Health Network and is currently Board Chair of Primary Care Connect, a large Community Health organisation in Shepparton.

Kevin has extensive experience in the fitness industry, project management and human relations management through his employment as project manager for a diverse range of organisations including; Tenix Alliance, Alexandra Gym and Community Centre and the Reddrop Management



Kevin Boote

President



Helen lives in Thornton and has taught at Eildon Primary School for many years.

She was invited to join the Upper Goulburn Community Health Board in September 1993. This Board subsequently became the Darlingford Board.

Helen has been involved in the Fundraising and Quality sub-committees during her time on the Board. She has enjoyed being able to bring school children to visit the Darlingford residents over the years.

Apart from her five grandchildren, garden and teaching, golf seems to consume the rest of her spare time.



Helen Findlay

Board Member

First Appointed - 1993

Board of Management

After 10 years as Principal at Alexandra Secondary College, Frank worked as a Post Compulsory Education and Training consultant in the Goulburn North-Eastern Region (now Hume Region) for four years, implementing a range of programs in schools and helping to facilitate the establishment of Local Learning and Employment Networks across the region.

Frank then took up a position as Human Resources Manager for the Reddrop Group of Companies and was responsible for the development of the group's policy and procedures framework, recruitment, staff training, Occupational Health and Safety systems, Work Cover claims management and Industrial Relations.



Frank Devries

Board Member
First Appointed - 2012



Alison Dyson

Board Member
First Appointed - 2012

Alison retired in 2012 after working for Berry Street in Alexandra for six years in various roles including co-ordinator of the volunteer program and the emergency relief program.

Prior to that Alison held a co-ordinator role in transitional housing in Melbourne's south eastern suburbs and in Mildura.

Also, while living in Mildura, Alison managed a home for people with physical disabilities for five years.

Alison's interest in aged care increased while her mother-in law was in Kellock Lodge for two years and she would like to use her experience in the community to make a contribution to the Darlingford Board.

Board of Management

Peter started his career in shipbuilding in Sydney and later served in the Royal Australian Navy in the marine engineering branch.

After resigning from the Navy he worked as the Chief Engineer for a major cold storage business in Melbourne with national distribution for the top food producers in Australia.

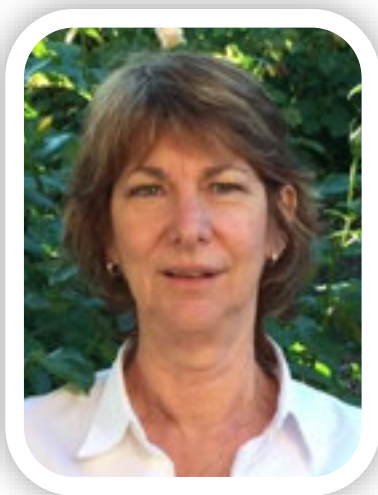
He moved forward in this industry as General manager/Company Secretary and then to the position of Managing Director. After the sale of this business he moved to Eildon and took up the position of General Manager at the Eildon Boat Club where he was employed for 15 years.

Peter went on to run a houseboat sales business before retiring.



Peter Fletcher

Board Member
First Appointed - 2012



Debra Loveday

Board Member
First Appointed - 2015

Deb Loveday is a true local, born in the Eildon hospital, and attending Eildon Primary School then Alexandra High School. Moving all the way to Alexandra to work at the local solicitors led to a career in conveyancing. Deb has been managing her own conveyancing practice for the past 26 years.

During that time she had raised two boys which in turn led to her 'volunteers syndrome' starting with training to be a Nursing Mother's counsellor, President of Alexandra Playgroup, Alexandra Kindergarten Committee member, Alexandra Primary School School Council member, President of Alexandra Cubs, Alexandra Swimming Club committee member, President of Alexandra Netball Association, and Secretary for Alexandra Traders and Tourism Association. DUGNH Board is her first Board appointment.

Deb's interest in Aged Care has come from having a mother who was diagnosed with dementia in her early 70s, observing her mother's decline and supporting her father through the adjustment from caring for her in the home and transitioning to the nursing home. She sees the importance of having a facility such as Darlingford in a beautiful, peaceful area like Eildon to make the transition for those who need care, less stressful.

Board of Management



Tony Jacobs

Board Member
First Appointed - 2021

Tony is a retired Chief financial officer having spent all of his career in the construction industry with lengthy assignments in Hong Kong, the US, Dubai, Sydney and Melbourne.

He is a past President of the Yea and District Memorial Hospital, and a committee member of the now defunct Alexandra Ambulance Society.

He is currently the Chair of the Yea River Landcare Group, Treasurer of the Murrindindi-Woodburn Rural fire brigade, Secretary and Treasurer of the Goulburn Valley Suicide Awareness Group and President elect of the Yea Rotary Club. He is also the Chair of Blue Dragon International, an Australian NGO based in Hanoi, Vietnam. Blue Dragon looks after vulnerable street children and rescues women who have been trafficked into sexual and domestic slavery.



President's Report



Kevin Boote

President

I would like to start this year's report by reflecting on the challenges and successes of the past 12 Months.

The most obvious challenges were not only dealing with the Covid pandemic but the constantly changing directions from the Department of Health, often at short notice. The anxiety created to residents and families, who were often not able to visit loved ones, was at times heart breaking. Our staff were put in the unenviable position of having to act as both carers for our residents and front of house policemen managing the onerous visitation procedures when families were eventually allowed restricted entry.

What a superb job they did managing to keep Darlingford Covid free, often having to work extended or extra shifts. On behalf of the Board,

our residents and Families I want to express both our thanks and our gratitude for your amazing efforts.

Early in the year, whilst dealing with the Covid Pandemic, Darlingford also had to undergo our accreditation process, which is both time consuming and onerous and despite all that was occurring, managed to gain full accreditation. The Board wants to acknowledge this achievement, given the circumstances, and we thank our whole Management, Administration, care and support staff for their efforts.

We had other successes as well with several funding applications being granted resulting in more than one million dollars in additional funding across multiple projects. These include, computer system upgrades, automatic doors, upgrades to Kitchen facilities, upgrades to outdoor spaces and the purchase of new equipment, all of which will improve the amenity for both staff and residents.

The challenges remain, as they always have, around financial sustainability. The Board and Management is working tirelessly to improve our financial position. We have seen an increase in our average ACFI, our occupancy rates are tracking better than in previous years and we are micro managing our expenditure.

The Department of Health has provided over and above budgeted financial support and has indicated that will be ongoing, however are still encouraging us to endeavour to find efficiencies.

We continue to build relationships with Alexandra

President's Report cont.

District Health and our colleagues at Indigo North Health, and are constantly seeking ways for collaboration to enhance services and efficiencies.

As Board Chair I wish to thank my fellow Directors for their ongoing support, Frank DeVries, Helen Findlay, Alison Dyson, Peter Fletcher and Debra Loveday. I cannot imagine a more dedicated group of people, their tireless efforts both behind the scenes as Directors and their input in ensuring Darlingford has a viable future is commendable, and I am eternally grateful to them.

The pressures and responsibilities on volunteer Directors continue to escalate. With new standards around Board Governance it is increasingly challenging to both act as a Director and to recruit new Directors, so I am delighted to announce that Tony Jacobs has joined the Darlingford Board.

Tony comes to us with decades of high level corporate finance and Board Governance experience and is already making a significant contribution with his analytical skills.

I want to acknowledge the work of our CEO, Judy Brookes. Judy has provided leadership and guidance to Darlingford and has navigated this most difficult year with strength and courage. She has been more than ably supported by Donna Walsh, our Corporate Services Manager, who has stepped up to deputise for Judy during some Annual Leave. Thank you Donna.

A thank you also to our Nursing, Administration, Hospitality, Maintenance staff and our Volunteers.

I would like to thank Andrew Skewes from Canvass Consulting who has provided high level assistance and advice to both our Board and our Management Team.

I want to send a particular and heart felt thank you to our residents and their families. Thank you for understanding, thank you for caring, during this most difficult of years. After all is said and done, you are the reason that Darlingford exists and you are front and centre of every decision the Board, Management, Staff and Volunteers make.

Finally, to our Nursing staff, you amaze me. All of us at Darlingford appreciate your efforts.

The coming year will continue to provide us with challenges but what this year has demonstrated is that Darlingford is a resilient agency. That resilience will help us as we plot and plan our way forward. We will continue to search for partnerships and collaborations to ensure we remain viable and sustainable.

We will continue to seek new funding opportunities in an effort to improve our facilities and services.

Above all else we will continue to provide the highest quality of care for our residents as is humanly possible.

Kevin Boote—Board Chair

Chief Executive Officer



Judy Brookes

Chief Executive Officer

Well at the end of 2019/2020, I thought things could only get better! However it has turned out to be yet another challenging year.

I can't begin to explain how amazing the staff at Darlingford have been during these tough times, and I would like to convey my sincere thanks to everyone. Staff are aware that residents have often spent long periods of time between seeing their families, so extra love and comfort has been provided.

Staff must continue to wear face masks at all times, eye protection when directed by the government, and full PPE in times of alert. We continue to screen our staff before every shift, as well as all visitors prior to entry now that some restrictions have eased. Residents are also screened daily for the mildest of symptoms.

It has been such a difficult time for our residents, but they have showed such resilience during times when they could not see their families. As some residents reminded me, they had endured the war years, so being kept safe in aged care was a breeze compared to war. As much as we have tried to keep in touch via electronic devices, nothing beats the face to face contact, especially with a little grandchild. Now that the government have reviewed visitor access into aged care, we will be welcoming visitors in a controlled

environment. PPE and social distancing is still required at the moment. It has been great to also see residents able to go out and about with their families and friends, and the kinder kids recently visited and sent a lot of love through the windows. Thank you to all residents and families for your understanding, patience and compliance with all guidelines as they changed continuously, while we have been committed to keeping everyone as safe as we possibly can.

We are pleased to report that all residents have been offered full covid vaccination and 100% of staff are now double vaccinated.

On top of the pandemic, accreditation took place in February 2021 at a time that I was away on some much needed annual leave. Three assessors from the Aged Care Commission arrived for an intensive 3 day audit. So I set myself up in Tasmania, and supported the team remotely as best I could. It was such a credit to our management team, staff and systems that after only one recommendation to install an automatic door out to the garden area, Darlingford received 3 years full accreditation.

What an amazing achievement during such challenging times.

During late 2020 I worked closely with a local volunteer, Sandy Keath, who assisted me to apply for 5 different funding opportunities. I am very pleased that I now have an additional workload, to spend over \$1 million in grants within the next 12 months.

The majority of the funding is to complete a business and organisational review, and to improve IT systems that will assist in many areas of our business and resident care. A list of all successful funding applications is listed.

Foundation for Rural & Regional Renewal—\$20,598

2 x pressure care mattresses, 2 x syringe drivers, bladder scanner, 3 x wheelchairs for community connection

Kitchen Garden Project \$45,000

Installing raised garden beds, so residents can grow produce to be used in the kitchen for resident meals

Facilities Renewal Fund—\$149,146

6 automatic opening doors to the garden areas. Upgrade to garden area including concrete paths, fencing, electronic gate system. External awnings on resident rooms.

RHIF—Regional Health Infrastructure Fund - \$194,334

Commercial oven and 2 dishwashers. Upgrade to hand hygiene station, and installation of an extra one. 3 x pan sanitiser. 30% bed replacement. Replacement of flooring in all en suite bathrooms and utility work areas. 15 height adjustable shower chairs.

BIF—Business Improvement Fund—\$630,000

Consultants to conduct a business review. Significant IT upgrades. Board governance review and training. Asset Management system. Catering system review.

We now look forward to implementing these projects, to improve our amenities for residents and staff.



During the 2020/2021 financial year, the following staff members have completed significant terms of dedicated service to Darlingford.

We thank each staff member and recognise their commitment to our residents.



- ◆ Toni Bond
- ◆ Lynne Cooper
- ◆ Karen Creighton
- ◆ Lisa Docking
- ◆ Jenny McKernan
- ◆ Judy Brookes

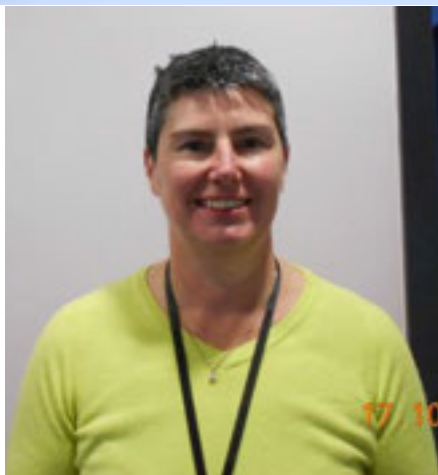


- ◆ Hayley Wales



Janet Carr
28th December 1990

Corporate Services Manager



Donna Walsh

Corporate Services
Manager

Covid 19 has kept us busy again in 2020/2021. Our infection control guidelines throughout the organisation have been reviewed many times, with numerous audits completed and training upon training undertaken by all staff.

Whilst dealing with another year of Covid 19, Darlingford Upper Goulburn Nursing Home was successful in achieving another three year Accreditation. In January 2021, three Assessors from the Aged Care Quality and Safety Commission completed a two day Site Audit to assess the quality of care and services provided against the Aged Care Quality Standards

CATERING

In May 2021, external auditor, Paul Maggs from Food Safety Acts, completed the annual audit and reported the following: *"The Food safety audit found the food safety program (FSP) has been reviewed on 3/5/21 and is adequate and meets the requirements of Section 19D of the food ACT of Victoria, with monitoring records available that is kept and maintained by the proprietor. During the audit the staff managed the food safety and demonstrated a pro-active approach during the audit of the food services and are praised for work undertaken and safe management of food."*

ENVIRONMENT

With funds kindly donated by the Alexandra Opportunity Shop, Darlingford was fortunate to be able to implement a new Aquamop mopping system by InterClean in January 2021. InterClean is an innovative company which specialises in bringing best practise and products to the healthcare cleaning industry. The InterClean Aquamop is the ultimate mop offering bucket-less mopping with an easy clean solution release every time and reducing cross-contamination with a colour coded mopping system. Simply take a new microfibre cover from your trolley whenever you need it and dispense solution by pressing a button on the handle. This system allows you to clean any small or large area continuously with the correct moisture level.

MAINTENANCE

The maintenance department has had a change of staff over the last 12 months. I would like to thank Gavan Skerritt and Greg Marthick who temporarily covered this position whilst Ken Whitehead was on leave, before retiring in January 2021. Wayne Maggs has now taken up this position along with Greg Marthick who is maintaining our gardens and grounds.

I would like to thank all staff on their commitment and dedication to the residents of Darlingford Nursing Home in keeping them safe and the support they have provided to each other through out the current pandemic. Again we have shown that our Mission and Values are always at the forefront of the whole organisation. Darlingford Upper Goulburn Nursing Home's mission is "The provision of excellent residential aged care services" and our values are "we value people", "we are committed to service those in our care" and "we value our community".

Director of Nursing



Chris Barrand

**DIRECTOR
OF NURSING**

Working in aged care is a privilege and a pleasure. Knowing that we can make a real difference to the lives of our residents, and particularly during the last days, weeks and months of someone's life. We are here for the residents and their loved ones during this time, this is not necessarily something that staff would experience when working in acute care hospitals.

As Director of Nursing (DON), I focus on creating an environment that builds relationships between residents, families and staff. Yes we have challenges,

but we also have a jolly time, even in the ever-changing Covid-19 lockdowns.

Our major achievement for 2021 would be accreditation. I was proud to lead the clinical team through my first Darlingford accreditation. The level of intensity and scrutiny this process created, sometimes placed extra stress on staffing and resources throughout the facility. However, I must commend the staff as their role was and is critical to ensuring safety and care of those vulnerable people entrusted into our care as evidenced in all our standards being met.

As DON I have a focus on implementing strong systems and education programs. There's no standing still when you work in aged care. There is always a resident needing care, there's always loved ones needing support and the COVID-19 pandemic is an ongoing challenge. Seeing people at peace and being able to facilitate a positive end of life experience for them and their loved ones is incredibly rewarding. I believe it is an industry built on care and compassion.



Sharon Searle

NURSE UNIT MANAGER

A year has come and gone already. What a year it has been, with Covid lockdowns and visiting regulations all stressful to residents and families. Everyone has chipped in and helped with contacting relatives and sending photos or connecting via Zooms and Facebook. I would like to thank the wonderful team as they have made the residents and their families lives much more pleasant with their amazing attitudes. So

much so that My mother's transition to care has been extremely smooth. This certainly has been a pleasure to be a part of.

For myself this year's journey has been very complex. I have had some great support from my leaders (Thanks Judy, Chris, and Donna) with a few rough months while I was on limited duties and thankfully, I am back to my full health. With the weather improving and everyone on board with Vaccinations, outdoor visits in the gardens are now possible, as well as in resident rooms. Plenty to look forward to for the upcoming year— and please no more earthquakes. I thought I left them behind me in New Zealand, when I moved to Australia. Thankfully no injuries received and no major damage. I look forward to the upcoming year and continue to support our residents and families through the trials that is covid living now.

Donations



Wendy Falconer..... Lemons
 James Haig 5kg box of Cherries
 Alison Aston Lemons & Tangellos
 Michael MLean..... Grapefruit
 Helen Findlay Pumpkin
 Wendy Geldart Lemons

	Amount
Mick Taylor from Thornton	\$150.00
Alexandra Opportunity Shop - mattresses, bed covers, trailer, mop system.	\$10,000.00
Lorraine Peters towards automatic coffee machine	\$2,000.00
Sale of Recipe Book towards automatic coffee machine	\$2,049.05
General donations received towards automatic coffee machine	\$358.65
Donations received from Donations Box in Front Entrance	\$95.35
Eildon Opportunity Shop purchase equipment to assist residents to stand and transfer	\$2,200.00
Donations received from the Wallace Family - towards an outing for residents to Holmsglen	\$500.00
Alexandra Opportunity Shop - towards internal painting	\$10,000.00
Andrew Schreuder Foundation - 2 beds, industrial microwave	\$7,774.69
Eildon Opportunity Shop purchase Adjustable chairs, physio equipment	\$10,000.00
VHHSBA stimulus funds - computers, hot water service upgrade, outdoor furniture, lighting upgrade	\$83,099.00
	\$128,226.74



The local community are always very generous and supportive of Darlingford Nursing Home.

It is with their help, that we have been able to achieve some very special projects and improvements.



Lifestyle and Leisure

The Lifestyle and Leisure Department have been kept very busy, having to adapt the program to a more internal focus. The bus went out only a couple of times, and was just a journey of the district as all cafes and restaurants were closed.

Diversional Therapist Helen has been on some extended leave, so the team was joined by Caroline Lee, Natassja Gemenis and Kelly Fitzpatrick. Jeanne Cartwright has been the stability of the team, assisting everyone to maintaining a stimulating program for the residents.

Extra hours of service were provided to ensure residents could remain connected to their families. This included the new high tech world of Facetime, Zoom and Skype. The thrill of seeing their families and grandchildren on a computer screen was sometimes overwhelming.

There has also been lots of 1:1 time, and walks in the garden to stretch the legs and enjoy the fresh air. All the special days were celebrated as usual, however Halloween was very subdued as again this year trick or treaters were unable to attend. We are working to rebuild the program again to include more outings, bus trips and we are looking forward to welcoming our little buddies from kinder again, our entertainers and friends from church groups.



Photo Gallery



Our friends at Holmesglen hosted a lovely luncheon in a beautiful setting, for our residents on 19th May 2021. It is lovely to sit up on the hill like royalty, and enjoy the views of the valley.



Even Santa practices safe covid visiting. We know he is smiling under that mask.



A big thank you to Larry Cronin, and his co-pilot Ted, for providing his services to drive the bus on outings. Although our opportunities were limited this year, Larry was quick to jump into action when we had a small window of opportunity to take the residents for a tour of the district. At the time there was no stopping at towns, but everyone enjoyed the rolling green hills on their trip out to Marysville. Even if it was raining a little.

Jim and Adele proudly display Darlingford's Certificate of Accreditation for a period of 3 years

Photo Gallery



HAPPY
Australia
day

Always so proudly supported and enjoyed by our residents. It's hard to go past a banger on the barby, followed by a dinky-di ice cream and a good old lamington.



ANZAC Day presented by Jeanne Cartwright. Always an emotional



Das and Jeanne assisting with our winter indoor BBQ



Staff providing Christmas cheer



Eildon Kinder Kids with special messages for the residents

