



CMA Newsletter



May 2005

This issue has some important information for every one looking at expanding their services or working towards their next accreditation visit. Thankyou once again for the positive feedback on previous issues

ACQI State Conference

A special thankyou to everyone who visited our stand at the conference. We had a great time and met a lot of inspirational people who reminded us of why we love working in this industry.

For those of you who are wondering who won the 2 DVD players at the conference - our winners were:

Pam Harris from SSS Australia.

Martin Connolly Pictured below from Members Equity



AIM Software

We are pleased to announce we have become the Queensland and Northern NSW dealers for AIM Software. This system has been developed specifically for, and effectively by operators of Residential Aged Care Services. AIM Software will enable you to administer and account for your business. It effectively takes the pain out of handling those problematic areas such as payroll, rostering and accounts receivable which are particular to our industry.

A no obligation demonstration can be arranged.

2005 Aged Care Approvals Round

Hot on the heels of the announcement of the 2004 approvals round results; we have done some reflection on what the results were and why some organisations succeeded where others didn't. The results certainly made for some very interesting discussions right across the State.

Once again we succeeded for a number of our clients, but the results certainly showed it's not just a good application that needs to be written but how you the service provider

need to prepare and plan for your growth as well. Now is the time to start your part of the process.

We have a no conflict of interest policy which effectively states we will not write competing submissions in the same region. This was heart breaking to say to valued clients "Sorry we can't help you as we are already writing an application for another client in the area."

So why do we take this stand? You pay us good money for a competitive advantage and if we wrote for everyone then that advantage is lost, plus we wish to ensure that our processes are transparent and just.

The answer is, call us now and book.

There is much to do between now and when the round is announced and we can guide and assist you through that process.

The Lighter Side

Grandma Jones arrived for her first day in the local nursing home.

By the time a pair of carers got Grandma tucked into bed, she had managed to complain about everything: the temperature, the lights, the food and the mattress - especially, the mattress.

Suddenly, Grandma spotted a small plastic item with a button, attached to a cord. "What's that?" she demanded.

"If you need anything in the middle of the night, Grandma," said one of the carers, "just press that button."

"What does it do, ring a bell?" she asked.

"No, it turns on a light in the hall for the nurse on duty," the carer replied.

"A light in the hall?" responded Grandma. "Look, I'm the sick one around here. If the night nurse needs a light on in the hall, she can get up and switch it on herself."

Long Words

PNEUMONULTRAMICROSCOPICSILICOVOLCANOCONIOSIS (45 letters; a lung disease caused by breathing in certain particles) is the longest word in any English-language dictionary. (It is also spelled -koniosis.)

Don't spend my inheritance!!!

As the oldest Baby Boomers age their Generation X children are screaming, "Don't spend my inheritance", at the same time generally not wanting to care for their mother or father, because that's what our society doesn't do. We don't care for our own.

Recently while at a retirement village survey a gentleman said to me, "My children don't want to care for me; and I wouldn't want them to care for me anyway!" This statement struck me, firstly because the concept of not caring for our own family members is now entrenched in 2 or possibly 3 generations and secondly, because it's just not the children who accept this concept, but their parents also hold this view as valid.

So what do we do?

Do we encourage them to stay in their own home as long as possible; help them move to a retirement village; buy a bigger house with a "granny flat" or construct a modular flat in the back yard and buy in care services as needed? Do we as their siblings have any right to expect that anything will be "left over"?

Is it time to reconsider our society's "nuclear family" view, and what will be the social implications if we do? Are we getting to a point in our society where "mum and dad's" retirement plans also include a care contract for the time they are no longer able to care for themselves.

In a time when diversity of choice seems high on the bureaucrats list, how does your existing service model cater to these scenarios? Is it time to review your strategy or plan that is flexible and will respond to changing spending habits? If you have said yes to any of these, then it's time to talk to Andrew or myself at Care Managers Australia, and we will help you consider your options in a formal and practical way.

Comments to john@caremanagers.com.au

John Dangerfield

Helping you help others.....

Continued

Grief and loss counselling designed to assist individuals engaged in the provision of aged/disability care is becoming a hot topic. Services should think about how they might provide a range of interventions to assist the individual practitioner to process and work through the varied emotional demands that surround them daily, as well as to deal with the complex nature of grief and loss/critical incidents. There are a number of options available to operators. Michael Waldron (Transitions - Counselling and Consultancy Services) a local professional in the field suggests a service should utilise someone armed with an eclectic range of holistic counselling models and techniques, including, Dialogic Therapy, CBT, Solution Focused, Motivational Interviewing and various client centred therapies.

Fixed Price Recruiting

Opportunity Cost – What is it? Opportunity Cost is the benefit foregone by choosing to spend your time, money or resources doing something else.

For example, if you were going to actively manage the complete process of advertising, short listing, interviewing, reference and qualification checking candidates; your opportunity cost is, what else you could have been doing within your organisation. I can think of a heap of things that might be of more value to the organisation if you know that you only have to see a select few, well qualified applicants.

Care Managers Australia (a Licensed Employment Agency) knows this industry and many of its players, placing us in an excellent position to act as your agent in the search for key staff.

Most other employment agencies will charge a percentage of the position's annual salary. So for a \$65k DON you might normally pay anywhere between 8 to 15%. Work it out.

Our processes are clearly defined, whether it's for an administration person or a CEO we will charge a fixed price of \$2700.00 plus advertising, psychometric testing if required and GST.

After Hours Emergency Call???

The RV Accreditation standard reads: Standard 4.6 Emergency Services

Criteria: Management and staff are trained and competent in emergency and accident procedures

There has been a debate developing over the last 12 months regarding the issue of retirement villages and the after hours emergency call system that supports the residents at night.

The main question is, to what level of out of hours support do you provide at night?

Where previously at night a Registered Nurse may have "slept over" now a telephone based service is in place.

Similarly if you have a hostel/high care facility on site do your staff "run to an emergency call" or call first and wait for the security guard to arrive then escort them down to the unit?

For these facilities (ie. residential aged care service onsite) issues with the reduction of key staff, particularly at night when you might have a skeleton staff on duty, can become a real issue. When the standards agency next visits the residential care service will they find the retirement village is reducing staff levels below what is safe?

There is no easy answer to these questions. But from a retirement village surveyor's perspective there must be consistency and understanding in your system. What I mean is:

(1) that there must be a consistent approach to day time and night time (after hours) emergency call procedure and should be reflected in your PID, Policy and Procedure Manual, your Residents Handbook and advertising material. That way it is clear to all how emergencies are handled when your key staff are not around. And,

(2) your residents must know the system and be able to access it easily when minutes count.

Updated Website

We have updated our website and have a new address. The site lets you know what we do, with some useful links to other resources in the aged, community, disability and health industries.

www.caremanagers.com.au

Retirement Village Accreditation

Information provided by Aged Care Queensland suggests there have been just over 50 retirement villages accredited (congratulations). This still leaves upwards of 160 villages to go. How are your preparations going? Can we assist?

One of the best ways we can assist you is to perform a "Mock Survey". Our trained and active surveyors will go to your site and perform a survey, coaching your staff and prepare them for the real deal.

This has proven to be invaluable for villages to date. Most villages have not been through this kind of activity and to go into the real survey with your staff prepared makes for a more positive experience.

For those of you who are in the residential aged care sector we can assist the same way. Even though you have probably been through accreditation audits many times the benefits of a dress rehearsal can still be well worth it.

Retirement Village Conference

We will be exhibiting at the next ACQ Retirement Village Conference up at Twin Waters. This will be an excellent time for us to catch up, have a chat and pick our brains. Hope to see you there!!

Newsletter delivered by Email.

If you wish to receive our newsletter via email, please email us on: admin43@caremanagers.com.au

The newsletter can also be accessed via our website.

Care Managers Australia

Services offered:

- Residential Aged Care consulting
- Retirement Village consulting
- Home Care consulting
- Accreditation support
- Facility Management
- Management support
- Administration / Accounting systems
- Documents, reports and applications
- Recruitment
- Investigations/reviews
- Emergency response documentation
- Security reviews
- Food Safety
- Feasibility studies
- Motivational speaking

Contact Us:

Care Managers Australia Pty Ltd
PO Box 347
Albany Creek 4035
Phone (07) 3325 4343
Web: www.caremanagers.com.au
Email:
admin43@caremanagers.com.au

