

Barossa Village Residents' Representative Group

MINUTES of Meeting held on April 1st at 10.30am in the Club Room

Chairperson: Matt Kowald **Minute Secretary:** Maggie Hughes
Residents: Jeff Virgo, Lorraine Lock, Trevor Reu, Bob King, Marg Cooper, Larry Warren, Doris Kubisch, Jennie Presser, **Staff:** Ben, Sue
Apologies: Julie Cartwright
Family Members : Rhonda Smith

Business arising from Minutes.

Action:

Hydro Pool and Residency extension,

The pool has been through a proving of operation process and a trial swim to establish feelings and comfort by users allowing for any tweaking before general use. Allied Health professionals have viewed the pool and are very impressed. Noise associated with running the pool will be eliminated when new build is complete.
 This is due for completion by February 2022
 Bathroom equipment on show for comment.

Call bell system update

Still ongoing technical problems company committed to fixing issues.

Water jugs on tables
 Roast chicken

This is now in place. Roast chicken with skin on was lovely.

Royal Commission in to age care results.

Quality of life and Risk assessment many points were identified in relation to provision of services in Aged care. Importance of Providers able to deliver satisfactory care were identified.

General Consumer Feedback

Re Aged Care Commission Identified Points of reference.

1. Call bell answered in timely manner.
2. Available staff.
3. Being able to understand how care is delivered.
4. Safety "how safe to I feel".
5. Privacy, Respect, Safety.
- 6 .Doing what I want to do ie. Follow hobbies.
7. Connection to Community and Friends.
8. Service delivery, cleaning Laundry etc. Respect of personal space.
9. My importance /personal needs.
10. Medical Issues
11. Relationships and approach to work.
12. Physical Environment T.V. Air Con etc.
13. Work Loads for contractors and organizational culture.

Next Meeting Thursday 6th May 10-30 am in The Club Room