

Barossa Village Residents' Representative Group

MINUTES of Meeting to be held on 5th August at 10.30am in the Club Room

<p>Chairperson: Julie Cartwright Minute Secretary: Maggie Hughes Residents: May Carter. Valda Brinkley. Jeff Virgo. Marj Kennedy. Trevor Reu. Bob King. Leonard Warren .Doris Kubisch. Janet Lock. John Chiltton. Staff: Teresa. Sue. Family Members: Rhonda Smith. Student. Zane Lifestyle Apologies: David Rundle, Matt Kowald. Ben Hall. Tanya King.</p>	
Business arising from Minutes.	Action:
Residency extension	Ben: Tabled for Next meeting.
Service Promise design	To be tabled at the September meeting.
Buddy Training	Tanya update; Next Meeting.
Menu Issues - Staff Training needed in food presentation. Sandwich selection needs more variety. Issues with roast pork and chicken still not solved. Menu descriptions need to be simple and identifiable.	Request made to four residents for feedback on the wording, Ben has addressed other issues with Kitchen staff. Ben has also introduced shift leaders which should assist with consistency in plating up.
COVID Updates	Most Staff members have received their first vaccination.
Consumer Engagement Survey completed by many residents, thank you for participating.	Results tabled. Mostly good feedback with residents feeling "At Home"
General Consumer Feedback	
Call bell response time still not good in areas of higher need. Staff shortages impacting on response times.	Ongoing follow up from management and care staff training. Winter has caused staff shortages, staff are complaining to residents. Tanya King f/up.
Issues related to the new extension with noise levels and wet muddy areas.	Area and access to main building to be kept clean. Thank you for Road Sweeper.
Bathroom floors have been scrubbed.	Happy with results.
Shrub outside of room E13 has been pruned too hard.	Gardeners to examine and replace if needed.
Discussion regarding what Light Duties means and WHS explanation.	Sue McArthur
Trevor Reu took the Sunday Church service while in lock down.	Thank you Trevor
Pantry orders for Supported Accommodation Units.	Now Tuesdays.
New Business	
Work placement Student Zane	Video Interviews to take place with residents Trevor, Doris and May.
Interview with Barb Storey , Board member and Barossa Baron	Wednesday September 22nd at 2pm
Communication and dementia education session for family members.	Tuesday August 17 th from 9:30 – 12:30 in the Club room
Quality of Life Interviews	Tuesday 17 th August for those residents participating.
Aged Care Workers Day this Friday 6th	BBQ Breakfast and lunch to be held in courtyard for staff.
Maintenance requests, what is a reasonable response time?	Ben to address at next meeting
Next Meeting Thursday 2 nd of September 10-30 am in The Club Room	