



Alwyndor Management
Committee

NOTICE OF MEETING

Notice is hereby given that a meeting of the Alwyndor Management Committee will be held in the

**Alwyndor Aged Care Meeting Room
Dunrobin Road, Hove**

Thursday 16 April 2020 at 6.30pm

A handwritten signature in black ink, appearing to read "Roberto Bria".

**Roberto Bria
CHIEF EXECUTIVE OFFICER**

Please note: This agenda contains Officers' reports and recommendations that will be considered by the Council. Any confidential items listed on the agenda will be circulated to Members separately.

Alwyndor Management Committee Agenda

1. OPENING

The Chairperson, Mr K Cheater will declare the meeting open at 6.30 pm.

2. KAURNA ACKNOWLEDGEMENT

We acknowledge Kaurna people as the traditional owners and custodians of this land.

We respect their spiritual relationship with country that has developed over thousands of years, and the cultural heritage and beliefs that remain important to Kaurna People today.

3. APOLOGIES

3.1 Apologies received

3.2 Absent

ADJOURNMENT

The meeting will be adjourned followed by the resumption of the meeting of 19 March 2020.

Upon completion of the 19 March 2020 meeting this meeting will be resumed.

MEETING RESUMPTION

4. DECLARATION OF INTEREST

If a Committee Member has an interest (within the terms of the Local Government Act 1999) in a matter before the Committee, they are asked to disclose the interest to the Committee and provide full and accurate details of the relevant interest. Committee Members are reminded to declare their interest before each item.

5. CONFIRMATION OF MINUTES

5.1 Minutes of the Special Meeting

Motion

That the confidential minutes of the Alwyndor Management Committee Special Meeting held on 1 April 2020 be taken as read and confirmed.

6. REVIEW OF ACTION ITEMS

6.1 Action Items

6.2 Confidential Action Items

7. REPORTS/ITEMS OF BUSINESS

- 7.1 General Manager's Report (Report No: 11/2020)

8. CONFIDENTIAL

- 8.1 General Manager's Report – Confidential (Report No: 12/2020)

Pursuant to Section 90(2) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

- 8.2 Monthly Financial Report – March 2020 (Report No:13/2020)

Pursuant to Section 90(2) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

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- 8.3 Draft Budget - 2020/21 Update (Report No:14/2020)

Pursuant to Section 90(2) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

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9. URGENT BUSINESS – Subject to the Leave of the Meeting

10. DATE AND TIME OF NEXT MEETING

The next meeting of the Alwyndor Management Committee will be held on Thursday 21 May 2020 in the Boardroom Room, Alwyndor Aged Care, 52 Dunrobin Road, Hove.

11. CLOSURE

A handwritten signature in black ink, appearing to read 'Roberto Bria', written in a cursive style.

**ROBERTO BRIA
CHIEF EXECUTIVE OFFICER**

AMC ACTION ITEMS

Action No.	Meeting	Agenda Item	Action Required	Responsibility	Due Date	Current Status
1	17/10/19	7.1 General Manager's Report	The Chairperson and General Manager to review the AMC Terms of reference and present to AMC for comment and review prior to presentation to the Holdfast Bay Council for consideration and approval.	GM / AMC Chair	1-May-20	In progress

Item No: 7.1

Subject: **General Manager Report**

Date: 16 April 2020

Written by: Beth Davidson-Park
General Manager

SUMMARY

This report is to update and inform the Alwyndor Management Committee (AMC) regarding items, initiatives and issues of relevance to Alwyndor business specifically and to the aged care sector more generally.

RECOMMENDATIONS

That the Alwyndor Management Committee:

- 1. Note the information regarding COVID 19 pandemic response actions and planning as at April 2020.**
 - 2. Approve the Strategic Planning process continue via a Special Meeting to be facilitated via an appropriate online communication platform.**
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REPORT

1. COVID-19 responses and actions

Over the past few weeks we have continued to develop and deploy our plans and actions in response to the COVID-19 crisis. Further to my email update of 23 March 2020 the following work has been undertaken:

Business Continuity Planning (BCP)

A plan for COVID-19 has been prepared modelled on our current BCP's for Influenza and Gastroenteritis.

The COVID-19 BCP consists of two sections the first section details the *composition and roles of the Emergency Management Team* including alternative personnel for those roles in event of an outbreak, absences or the need for prolonged operations and rotation of key staff. The second section contains the *business continuity actions* and currently consists of 7 sections that detail the actions required, the person(s) responsible for completing the actions and the completion timeframes.

The plan is a dynamic living document and is reviewed, modified and updated by the executive team in response to the ever changing environment.

The 7 current sections are summarised as follows:

Maintain an adequate operational workforce

Manager People and Culture: this section details the actions that have been taken or are to be taken to ensure that Alwyndor has a sufficient workforce to maintain operations in the event of an outbreak.

It contains actions in the following areas:

- working from home:
 - corporate employees where practicable and in rotation
 - rotation of home care coordinators
 - minimise support workers interaction
- separation of employee groups
 - customer care
 - finance
 - ICT
- residential
 - minimise agency staff through increasing hours for part time staff (including VISA staff whose 20 hour per week limit has been lifted for this period) and accelerated recruitment in residential increased employees (21 new carers)
 - maintain close engagement with agencies to ensure readiness if required
 - rostering to ensure segregation.
- monitor staff who are self-isolating following return from high risk areas / interstate
- monitor employee morale and fatigue levels
 - we have initiated regular 'fun days' which have been very positive for staff and resident morale
 - weekly emails newsletters from GM/Execs
 - team contacts for those working at home
 - regular reminders to all staff that they can utilise our employee assistance program at any time.

Maintain essential services – catering

Chief Operations Manager: this section details the actions that have been taken to reduce the risk of contamination including the immediate segregation of duties within the kitchen and separation of the catering staff roster.

Actions to be taken to ensure that Alwyndor can maintain the provision of catering services in event of an outbreak within the catering staff and so requiring the kitchen to be closed include, disinfection and deep clean processes and alternative catering options including additional preparation and storage of frozen meals, increased internal stores of snacks and breakfast supplies and securing of support from Meals on Wheels for hot lunches / dinners.

Maintain ICT systems and support

Chief Operations Manager: this section details the actions that have been taken to ensure continuity of ICT services as well as increased remote access to information systems. This section contains actions to provide remote access to iCare (clinical system) to enable medical practitioners and pharmacists to review client needs remotely, setting up additional skype accounts, configuring teams/zoom.

Implement and maintain infection control protocols – Residential

Manager Residential Services: this section details the actions that have been taken to ensure that there are appropriate infection control protocols in place to minimise the potential of an outbreak within the facility.

The 10 'short stay' beds (Transitional Care, Respite and Care Awaiting Placement) are cared for by a separate team of staff and on admission are isolated for 72 hours with regular observations.

The actions align with the directions provided by the Federal Government and SA Health and includes increased cleaning regimes, stockpiling of essential items, provision of specific training (mandatory and available online) and access controls to the building.

Maintain resident wellbeing

Manager Residential Services: this section details the actions that have been taken to ensure that residents mental health is maintained as a focus during this 'lockdown' period.

The plan contains actions including the separation of lifestyle and activity groups, the introduction and use of alternative communication methods with family and friends, redeployment of therapy employees into lifestyle to support mobility, social interaction (noting approximately 100 volunteers are now suspended from these support duties).

Maintain Home Support Services

Manager Community Connections: this section details the actions that have been taken to ensure that essential home support services are provided to our clients. It consists of actions for communication strategies to maintain contact with all clients, identifying and closely monitoring clients with high / essential needs.

*This includes regular welfare checks via twice weekly phone calls to clients who have suspended their home care services, increased contact with all current clients, additional contacts are in place for clients who are showing signs excessive anxiety or loneliness.

Maintaining Healthy Living (Allied Health) Services

Manager Community Connections: this section details the actions that have been taken to ensure that therapy clients physical wellbeing is maintained. *It details

actions including the development and distribution of exercise programs for clients to complete at home and weekly welfare phone calls to check on clients, check in how they are managing their exercise programs and offer additional support and assistance.

Planning and response in the event of a COVID-19 outbreak

Residential

We have developed protocols which are consistent with the new Federal Guidelines for Residential Aged Care:

<https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-guidelines-for-infection-prevention-and-control-in-residential-care-facilities.pdf>

These are documented in the BCP and all clinical and management staff are trained and understand these guidelines and are prepared to enact them in the event of an outbreak. SA Health guidelines and requirements will also be implemented.

Home support

We have developed protocols for response which are consistent with the Federal Department of Health guidelines:

<https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-guide-for-home-care-providers.pdf>

These are documented in the BCP and we have ensured all Coordinators and RNs are trained and understand these guidelines and are prepared to enact them in the event of an outbreak. SA Health guidelines and requirements will also be implemented.

Healthy Living

As above we will follow all relevant government guidelines our protocols noting that this area draws from both Residential and Home Care guidelines.

These are documented in the BCP and all clinical and management staff are trained and understand these guidelines and are prepared to enact them in the event of an outbreak. SA Health guidelines and requirements will also be implemented.

Client engagement and communication

Welfare checks for home care and therapy clients have been detailed above.

A number of initiatives for client engagement and communication regarding innovation in ensuring continuity of services have been developed and implemented, these include:

- activity packs have been developed by our Occupational Therapists (OT) for clients who are members of our group sessions, weekly phone calls are in place to monitor the wellbeing of these clients. These packs are also offered to home care clients and residents in addition to all Holdfast Bay home support clients.

- *online sessions with therapists 1:1 and group sessions have been conducted (via Zoom) with our speech therapist for the weekly aphasia group.
- 1:1 podiatry and essential physiotherapy has continued with strict hygiene measures in place, therapy into residential continues as usual.
- home shopping support: we are providing an OT service to assist with setting up and managing online / phone orders and deliveries
- introduction of Skype sessions for families and friends in residential four days each week (additional over Easter), supported by additional staff and very well utilised
- *welfare checks and conversations
- increased use of digital media, posting regular updates on our website and Facebook page
- ongoing newsletters have continued with a focus on the current situation and relevant service information and access updates.

Family, next of kin and community engagement

A number of initiatives for family / next of kin engagement and communication have been developed and implemented, these include:

- direct engagement via phone, email and/or mail as well posting regular updates on our website and Facebook page
- end of life visits have been enabled
- face to face access though windows has been enabled for special occasions
- families / friends are regularly bringing packages for residents, where appropriate these are sanitised before giving to residents
- skype access as above
- exchanges of letters between primary school students and residents
- commencing soon: exchanges of questions facilitated via fb posts between children in the community and residents (ensuring security for children and parental interaction).

Most families and clients have been very understanding and supportive, albeit anxious and concerned.

Aged Care Quality Commission (ACQC) monitoring

Residential

The ACQC have contacted us via phone with a series of questions and have provided a checklist of requirements for responses to COVID19 and preparedness for outbreaks. We have completed and returned & no issues have been identified.

Community Connections

The ACQC have contacted us via phone with a series of questions regarding COVID19 and preparedness for outbreaks. No issues were identified.

2. Strategic planning

AMC have approved the *Summary of Outcomes* of the Strategic Directions workshop held on 8 February 2020.

We were not able to identify a suitable date for a special meeting to consider the next stages of the Strategic Planning process and it was agreed that the immediate focus would be on budget preparation and consideration.

Given the ongoing nature of the current COVID-19 environment it is suggested that AMC consider furthering the development of the Strategic Plan via a Special Meeting to be facilitated via an appropriate online communication platform such as Microsoft Teams which facilitates sharing information and supports workshopping discussions.

ITEM NUMBER: 8.1

CONFIDENTIAL REPORT

General Manager's Report -Confidential

Pursuant to Section 90(2) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

- d. **commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and would, on balance, be contrary to the public interest.**

Recommendation – Exclusion of the Public – Section 90(3) Order

1. **That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No 12/2020 in confidence.**
2. **That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 12/2020, General Manager's Report - Confidential on the following grounds:**
 - d. **pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party.**

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

- 3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**
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ITEM NUMBER: 8.2

CONFIDENTIAL REPORT

MONTHLY FINANCIAL REPORT – MARCH 2020

Pursuant to Section 90(2) of the Local Government Act 1999 the Report attached to this agenda and the accompanying documentation is delivered to the Alwyndor Management Committee Members upon the basis that the Alwyndor Management Committee consider the Report and the documents in confidence under Part 3 of the Act, specifically on the basis that Alwyndor Management Committee will receive, discuss or consider:

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Recommendation – Exclusion of the Public – Section 90(3) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No: 13/2020 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 13/2020, Monthly Financial Report – Confidential on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party.

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been balanced against the public interest in the continued non-disclosure of the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

- 3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**
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CONFIDENTIAL

ITEM NUMBER: 8.3

CONFIDENTIAL REPORT

Draft Budget - 2020/21 Update

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Recommendation – Exclusion of the Public – Section 90(3) Order

1. That pursuant to Section 90(2) of the *Local Government Act 1999* Alwyndor Management Committee hereby orders that the public be excluded from attendance at this meeting with the exception of the General Manager and Staff in attendance at the meeting in order to consider Report No 14/2020 in confidence.
2. That in accordance with Section 90(3) of the *Local Government Act 1999* Alwyndor Management Committee is satisfied that it is necessary that the public be excluded to consider the information contained in Report No: 14/2020, Draft Budget - 2020/21 Update on the following grounds:
 - d. pursuant to section 90(3)(d) of the Act, the information to be received, discussed or considered in relation to this Agenda Item is commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a third party.

In addition, the disclosure of this information would, on balance, be contrary to the public interest. The public interest in public access to the meeting has been balanced against the public interest in the continued non-disclosure of

the information. The benefit to the public at large resulting from withholding the information outweighs the benefit to it of disclosure of the information.

- 3. The Alwyndor Management Committee is satisfied, the principle that the meeting be conducted in a place open to the public, has been outweighed by the need to keep the information or discussion confidential.**
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CONFIDENTIAL

CONFIDENTIAL