

Award-winning
care that connects,
inspires and enriches
lives every day.

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Whiddon

To the Residents, families, friends of Whiddon Largs August 3rd 2023.

A quick note to advise everyone of what's been happening at Whiddon Largs in recent times.

- *January 2023, the site's accreditation found 18 from 42 expected outcomes unmet. This was reduced to 13 after further information was provided. 13th to 15th June the unmet standards were re-assessed by an unannounced visit from the accreditation agency, and the 8 unmet standards were further reduced to 2. The local and corporate team are focused on bringing the 2 un-mets to zero as soon as possible. I would be happy to discuss any detail here further on request. We have full accreditation for 3 years !*
- *July 17th Colin McDonald joined the team as the new Director of Care Services. Colin has been working with Whiddon in senior roles for the last year. Welcome! Siobhan (Whiddon Belmont DCS) will continue to support Colin ongoing as he settles into his new role. Gillian Hartge has been appointed permanently into the Clinical Care Coordinator role and a new "team leader" care model is in place to promote continuity, connection and quality.*
- *Recruitment has been positive with new care staff, registered nurses, Ens, Hotel Services and Admin appointees joining the team. We also welcome back some staff that had left and wished to rejoin the Largs team – Welcome All!*
- *Dr Singh (Specialist Geriatrician) has joined our Doctor's admitting and caring for residents into the facility. Dr Singh is also able to consult with referred residents without the need of going to appointments of site. A great outcome for Whiddon Largs.*
- *Physio services reviewed and will be a full day each week!*
- *Landscaping an ground works scope and contract has been successfully negotiated and the improvements of the grounds is fantastic.*
- *The Electronic medication implementation has been a great improvement with around 30% reduction in medication incidents including stock out due to scripting delays*
- *All feedback and suggestions are encouraged and forms can be found at reception and left with any staff member to forward to management.*
- *Phone calls to the facility should be via 4936 7300. If this line is not answered, and the call is urgent, please contact the **Registered Nurse on duty 24/7 on Mobile 0409879796**. All efforts are made to answer calls promptly but from time to time delays can occur. Calls to the RN mobile cannot be transferred to extensions or used to connect with residents.*
- *From August, families will be sent monthly Activities Calendar and upcoming social events and activities. Let admin know your current email address if you would like to have this sent out.*
- *Doorways into bathrooms have had levelling on the flooring to remove the lip that had been reported as problematic and possible trip hazards. The "ramping" across the external doors in rooms has been approved and awaiting completion. This will allow wheel chairs and walking aids to bridge the door framing and increase accessibility of outdoor areas. Again, this suggestion has come from residents and families.*

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