



**Maria Davison**  
CEO

*welcome*

Welcome to our Autumn Newsletter and the cooling off from the summer heat. I love this time of year but being a Dockers supporter, it's not always easy.

I am really pleased to present your feedback from the December surveys. We will repeat this again in May so if you get a call from Suzi or Sarah from Felicx, please take the time to share your experiences of Melville Cares. This is confidential and really does make a difference. I have also included our five priorities for the next 3 years which includes your feedback on what services we should be developing or expanding.

In the next newsletter I will be inviting clients and families to join small discussion groups around particular topics, so please keep your eye out for that. In the meantime, if anyone would be keen to explore options around staying connected through technology from your home, please let me know. I am seeking around 6 clients to test an option. All equipment and support will be provided at no cost.

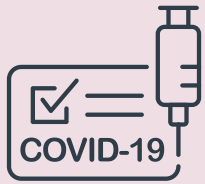
**Our 2023-2026 Strategic Priorities**

In addition to always striving to improve the services we offer and how we offer them, we have a focus on five strategic priorities; growth, clinical expertise, end of life support, services into retirement living and social opportunities. Each of these aim to support you, our clients, to stay living at home safely and well. We know more people are choosing to stay living at home and we want to be prepared to support you with the best services and options possible.

**Clinical Governance Framework (MCCARES) brings clinical services in-house**

Melville Cares have launched the Clinical Governance Framework MCCARES which comprises of seven clinical governance pillars that underpin our clinical and care delivery. It sets out the care that our clients will receive to optimise their wellbeing and enables us to bring clinical services in-house. To promote your independence, health and wellbeing, and optimise your quality of life at home, Melville Cares has recruited an experienced registered nurse, Daisy, who is going to conduct clinical assessments to clients in need. Please let your coordinator know if you are interested to know more.





## VACCINE BOOSTER SHOT

The 2023 COVID-19 vaccine booster dose is now available for eligible people. The Australian Technical Advisory Group on Immunisation (ATAGI), recommends a 2023 COVID-19 vaccine booster dose for adults in the following groups if their last COVID-19 vaccine dose or confirmed infection, (whichever is the most recent), was 6 months ago or longer, and regardless of the number of prior doses received:

- All adults aged 65 years and over
- Adults aged 18-64 years who have medical comorbidities that increase their risk of severe COVID-19, or disability with significant or complex health needs.

Melville Cares encourages you to consult your GP with any questions. For further advice please refer to <https://www.health.gov.au/news/atagi-2023-booster-advice>



## Public Holiday Reminder

Domestic assistance, transport and social support services are not provided on Public Holidays. Please speak with your Coordinator if you have any concerns.



## Emergency on call

We provide emergency phone support for our team members and clients whilst services are being provided outside of office hours, 6.30am -8.30am, in the evening from 4.30pm 8.00pm, and on weekends between 6.30am and 8.00pm.

This is to support our team and for clients to advise us if the scheduled service in these times needs to be cancelled. All other calls are taken during business hours on 08 0319 0900 when our team can best respond.

## Our partnership with Alchera Living



Alchera Living and Melville Cares have come together to offer residents of Alchera's four retirement villages; Applecross, Bull Creek, Webber Gardens and Weeronga, on site coordination and care services. We are very pleased to support residents to stay living in their homes for as long as possible with flexible and responsive services from a coordinator residents know and trust. While nearly everyone we meet wants to stay in their current home, sometimes it's just not the best environment to help us do so. So, moving to a retirement village with other independent and like-minded people can be a great option.

According to villages.com.au survey in January which looked at 19,477 residents across 529 villages, it found a quarter (25 per cent), said their life has significantly improved, while over half (52 per cent) said their happiness had increased.

The survey showed the main factors for buying into a retirement village were being able to downsize while physically able (63 per cent); the family home becoming difficult to manage (39 per cent); and concern about future health (36 per cent). **If you would like more information, please call Alchera Living on 08 9314 5884.**

## Upcoming events

**Find out about Retirement Living** on Wednesday 19 April, 2pm – 4pm at Alchera Weeronga Village, 44 Worley Street, Willagee.

**Advance Care Planning** – Wednesday 17 May, 10am – 12pm at June Barton House.

**To book attendance at any of our information sessions, please call 08 9319 0900.**



## Introduction

Many of you will know that we recently engaged felix to independently collect your customer feedback on our behalf.

I am pleased to share with you a summary of the feedback our Home Care Package clients gave during November and December, 2022.

Overall, we are heartened that a very high number of our customers are happy with our services. We also love hearing about your suggestions, so we can keep improving our service offering.

We will be doing another round of customer feedback in May in our effort to continuously understand your needs.

Maria Davison  
CEO, Melville Cares

## Loyalty

Overall, customers scored their loyalty to Melville Cares at +44 (possible range of scores is -100 to +100), which is a favourable result.



The service we are getting is just amazing.

Margaret

I talk to my family all the time about how kind the Melville Cares staff are to me. I couldn't fault any person that comes into my home.

Julie

I couldn't go past Melville Cares for compliments. Their care is beyond words. We are so grateful for Jay and Julie's support.  
Kathleen and Theresa

*felix*



My Life

- ✓ Respect, privacy
- \* Collaboration, independence



My Health

- ✓ Mobility, personal care
- \* End of life, mental health



My Lifestyle

- ✓ Community participation, emotional wellbeing
- \* Social connection



My Home

- ✓ Maintenance, cleanliness



Stewardship

- ✓ Risk management, safety/protection



People

- ✓ Staff attitude & approach, skills/knowledge
- \* Staff mix, staff levels, communication



Feedback

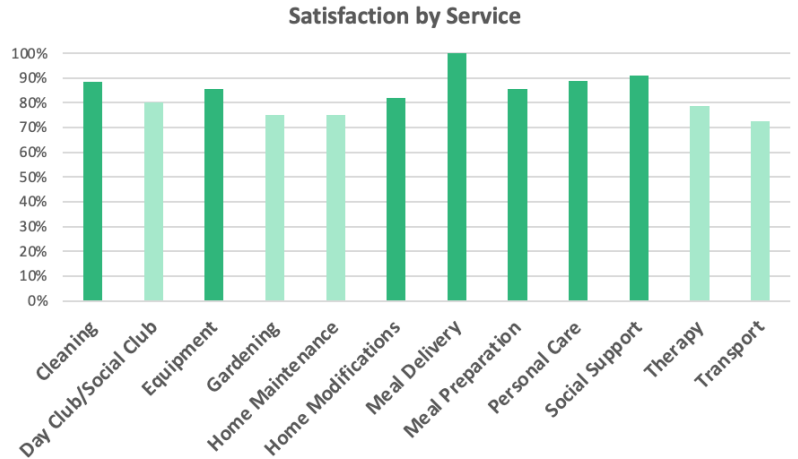
- ✓ Simple, easy, safe to give feedback
- \* Feedback acted on, encouraged

# Analysing feedback

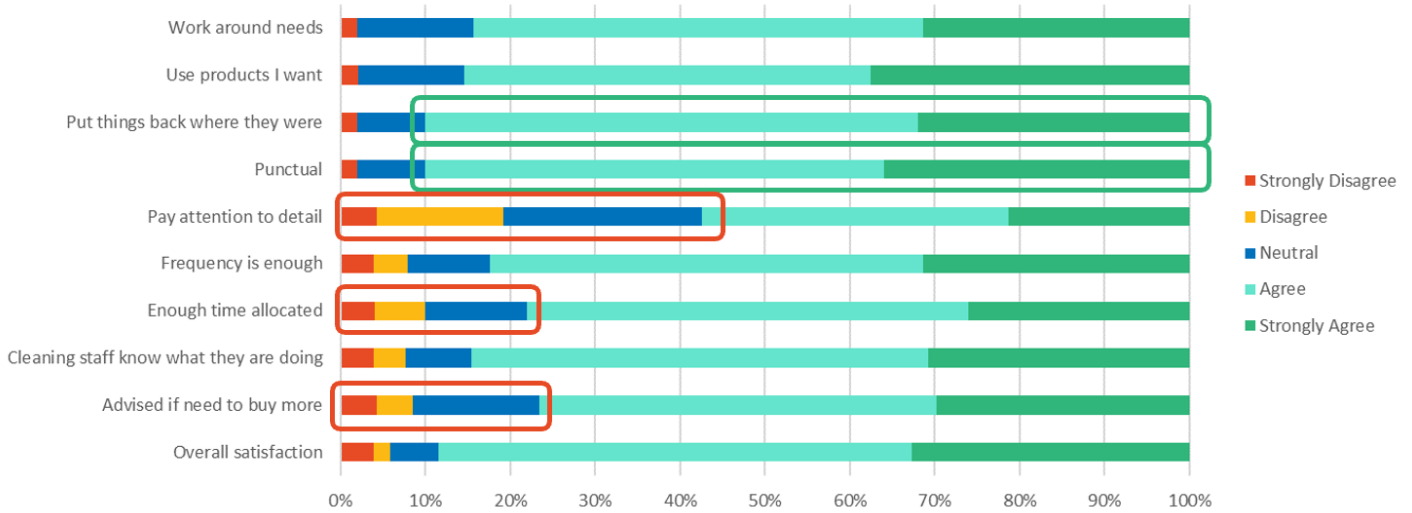
Your feedback is mapped to felix's domains of care and the aged care standards. Green comments show areas of very positive feedback. Yellow comments show where improvements can be targeted.

## Customer satisfaction

Customer satisfaction scores for individual services were particularly high for cleaning, equipment, home modifications, meal delivery, meal preparation, personal care and social support.



## Cleaning (example of detailed feedback)



When we drill into the detail, we can see specific things we can do better. For example, cleaners paying attention to detail, having enough time allocated and advising when more cleaning products are required can all benefit from some improvement.

The word-cloud on the right is a summary of some of the comments received from phone interviews. The green colour represents positive comments and the red comments show suggested improvements

