

## CEO report YVAC AGM 2023

For hopefully the last year, the primary focus during 2023 has again been to protect residents, clients and staff from the risk of Covid 19. A significant outbreak was experienced from 16.12.22 - 01.01.23 at Horton House impacting 24 residents and 13 staff including myself. The Outbreak Plan was implemented diligently by the Care Managers, Simone Hughes and Alison Jones with all available care and ancillary staff going the extra mile for the residents and each other. That the outbreak was contained to HH and could be closed out by the Public Health Unit by 01.01.23 was due to the exemplary Infection Control efforts of the staff.

2023 has been a more positive year generally, which has been a welcomed relief. In January we were successful in the Covid-19 delayed unannounced residential Quality Review. In May we underwent the Home Care and Meals on Wheels Quality review. In June and August, we experienced our first NDIS quality review. YVAC excelled in all of these reviews by meeting all 44 Aged Care Quality Standard requirements and the NDIS Commission Standards. The feedback from each set of Auditors confirmed that YVAC residents, clients and representatives are being supported every day to live the life they want and are able to live. The repeated positive feedback from residents, clients and representatives to the auditors cannot be achieved without consistent quality care provision every day. I want to mention here that having all of the support from the Friends volunteers during our times of need in 2022 enabled and enhanced our ability to sustain quality direct care to residents. By helping in the kitchen for all of those evening shifts, the food service quality did not drop so no complaints occurred and therefore YVAC was able to continue to deliver care services at a level which met the standards. This positive effect on residents by such simple actions cannot be underestimated.

Since October 2022, the new Commonwealth funding arrangement is delivering more appropriate / accurate financial support to cover the actual "burden of care" cost of day-to-day care of each resident. Of course, this funding has to be matched with increased care hours delivered. Staffing these hours remains a challenge hence why we have had to decide on a reduced occupancy target of 90% for now, but recruitment overall is looking more promising and beds will be filled appropriately.

From 14<sup>th</sup> September 2023 the visitor and staff screening, plus the RAT requirement has been able to be relaxed and the front doors of both Horton House and Warmington Lodge have been unlocked during business hours for the first time since the start of Covid. This was quite unnerving to begin with but is very welcomed by visitors and staff alike. Infection Control surveillance processes continue to minimise risk. YVAC processes and the facility environment have been altered forever now due to Outbreak risk mitigation needs.

The recommendations from the Aged Care Royal Commission have resulted in significantly increased Compliance requirements including a revised Aged Care Act; quarterly Finance reports; increased Quality indicators to be reported on quarterly; and quarterly resident surveys regarding quality of care and the "consumer" experience. All of which is for Continuous Improvement however has created a significant workload burden and expense plus residents are noted to be experiencing survey fatigue, with some representatives requesting not to be approached with same again. July 2024 will also see the implementation of "strengthened" Aged Care Quality and Safety Standards. The governance responsibilities for the Board have increased significantly also. There is little time to catch one's breath.

Amidst all of the reforms the YVAC staff are keeping the residents as their focus. The BIF grant monies have been used to freshen up the facility environment inside and out. A resident donation was used to purchase an electronic whiteboard which the residents love so much that another is being purchased from the BIF monies. The HH garden landscaping is continuing slowly and the residents are enjoying giving their input.

The facility continues to rely on the generous support of both the Yass Aged Care Foundation Committee e.g. with staff recruitment & overseas sponsorship expenses; plus some new and improved falls prevention alarms; and the Friends of Horton House and Warmington Lodge for the regular resident special activities e.g. Birthday presents, Happy Hour etc.

The continued support from the Board for myself and the staff remains exceptional. YVAC remains very lucky to have such a pro-active, skilled and committed Board.

As CEO, I am again extremely proud and sincerely appreciative of everyone's efforts to protect and support the residents, clients and staff of Yass Valley Aged Care during 2023.

Thank you

Lyn Morgan

CEO