

Banksia Villages Ltd
Consumer Engagement Annual Forum
Board Review & Feedback

Introduction

Banksia Villages Limited (Banksia) is required to provide an opportunity at least once every 12 months for consumers and their representatives to come together to provide direct feedback about their experiences with, and opinions on, Banksia's services, facilities and care. Banksia decided to meet this requirement by hosting an annual Consumer Engagement Forum. The first Consumer Engagement Forum was conducted 17 November 2023. The Board of Directors are required to consider any feedback gained from engagement with consumers and their families and provide a written response to participants about how this information was considered and what, if any, actions have resulted. This document represents the Board's analysis of the feedback and should be read in conjunction with the meeting minutes.

Issues Raised/Analysis/Action

1. Residents Living with Dementia Participation in Surveys
A participant asked how cognitively impaired residents are able to participate in surveys. The CEO responded that Consumer Experience Surveys are conducted by government appointed contractors and that the Provider is required to advise residents who are living with dementia. The Board considered survey participation in general noting that dementia impacted residents make up the majority of persons in care and that understanding of their preferences are important. Cognitively impaired residents are encouraged to make the decisions that they can make for themselves. This includes, in many cases, food choices, activities and whether they wish to interact with others and in what space they spend their time. Where cognitive impairment minimises decision making, staff are very attentive of reactions and behaviours that indicate preferences. This is also supported by resident profiles that are developed on admission that consider resident likes, dislikes and their individual and unique history. That is, surveys are not the only mechanism used to engage with cognitively impacted residents to help understand their preferences and to consider how care and services are designed and delivered.
2. Residents With Dentures Diet Choices
A participant asked how residents with dentures are able to enjoy steak. The CEO responded at the meeting that there is individual nutrition plans for all residents and those with chewing and swallowing difficulties are catered for through special diet and/or pureed foods. The Board acknowledge that food choices should be available to all residents and that staff and consultants should remain committed to strategies for residents with chewing and swallowing difficulties having equitable choices.
3. Link Between Nutrition and Dementia
A participant enquired about Banksia's understanding of the link between nutrition and dementia care. The CEO responded that resident nutritional programs were subject to expert consultant input, support and review. However, CEO noted that he was not aware of the relationship between nutrition and dementia care and undertook to find out more about it. This matter has been followed up with Food Service Supervisor and whilst Banksia is not aware of specific research linking specific food and dementia related outcomes, the nutritionist employed by Banksia is considered a specialist in aged care nutrition with all general and individual programs prepared very specifically for this cohort. The Board observed that Banksia has well-developed systems in place for nutritional planning and review and, as the kitchen is operated entirely by Banksia staff and chefs, Banksia maintains adequate control over food services and quality.

4. **Separate Area for Residents Living with Dementia**

A participant asked whether there is a separate area for residents living with dementia. The CEO responded that there is no segregation within Banksia Lodge and that it is not considered a 'secure facility'. The Board recognise Banksia's commitment to ageing in place, resident freedom and dignity and believe that the current model is fit for purpose, safe for residents and staff and aligned with Banksia's values. It is noted that there are behavioural and diversional strategies in place to help manage the risks of wandering and that there is a 'safe wandering zone' in the sensory gardens.
5. **Banksia Leadership and Reputation**

A participant commented on the stable leadership of Banksia through challenging times and noted Banksia's excellent reputation in the sector and community. The CEO thanked the participant for this feedback and acknowledgement of the Banksia team. The Board recognise that Banksia's reputation has been built up over many years and is a result of the organisation's commitment to person-centred care and ageing in place. The Board are very much aware that the daily actions of the organisation and its participants is critical to maintain the sector and community's confidence.
6. **Resident Personal Care**

A participant noted that she felt the standard of care at Banksia Lodge had fallen noting that her mother was a resident and that her bathroom was not sufficiently cleaned, her mobility walker often not to hand, that her mother is not showered enough, nor her socks being changed regularly enough, resulting in sores on her feet. CEO asked if these matters had been brought forward to care management. Participant advised yes and that action was insufficient. CEO explained complaints process and observed that there is no record that he is aware of indicating these matters were brought forward, although accepted the feedback as presented. CEO suggested that a meeting with himself and Care Manager was the best way to address these concerns and that he would arrange for this ASAP. The Board considered this matter and whilst accepting that there is no indication through current channels that this type of feedback is widespread agreed that the CEO should attend to this with face-to-face meetings. CEO updated Board following meetings with this participant and noted that the participant is now satisfied that these issues have been addressed. The situation is being closely monitored and the participant was advised of channels for raising concerns that will ensure CEO and governance oversight.
7. **Request for a Meeting**

A participant noted that they would like to have a face-to-face meeting with the CEO. The CEO responded that he is more than happy to meet with any resident and/or representative. CEO added that it is often a more a direct route to approach the relevant Department Manager in the first instance however encouraged participants to contact him directly if the matter was considered high level and/or management response seen to be insufficient. The Board considered this in the context of available channels for feedback, observing that systems are easily accessed, thoroughly reported and include escalation pathways through to CEO. The participant has since met with Lodge Management and has indicated satisfaction with this outcome. CEO remains available to meet.
8. **Banksia Lodge Cleaning Processes**

A participant asked for some insight into the cleaning process in Banksia Lodge. The CEO responded that there are processes in place for resident rooms and common areas and that these had recently been reviewed. The Board considered this in context of cleaning resources, quality assurance and training. The Board noted that the management re-structure in Banksia Lodge had specifically delegated this portfolio of management and that it was being closely monitored and managed and is subject to regular quality checks. The Board noted that there are multiple channels for feedback to

come forward and that there was management and governance oversight of this to ensure trends/multiple complaints are recognised and escalated if required.

9. Staffing Resources for Banksia Community Care

A participant enquired whether management felt that there was adequate staffing resources to achieve the targeted 100 home care packages. The CEO responded that staffing is a challenge and that management had implemented a comprehensive recruitment strategy to grow resources with the current demand and target. The CEO added that new home care packages would only be accepted where there were sufficient staffing resources available to service the packages to Banksia's standards for quality and service. The Board considered this in the context of recruitment results and the budget target, agreeing the CEO's position in relation to ensuring that resources are available before accepting new packages. In this regard, the achievement of the target is limited by the access to resources.

10. Banksia Lodge Short-Staffed

A participant commented that they felt that Banksia Lodge was consistently short-staffed. The CEO responded that the reporting on unfilled shifts was showing improved staffing coverage and that the care minute obligations meant that Banksia now has more staff than ever before rostered. The CEO went on to add that recruitment is a constant challenge in the sector and that there were times that short-notice absenteeism has impacted staffing levels on the floor. The Board considered this in context of the structure of the master roster (care minutes), unreplaced shifts, recruitment and employee turnover. The Board are committed to supporting the recruitment strategy and have approved employee rewards and recognition and wellbeing support programs in support of staff. The Board recognise that the current turnover rates of staff, whilst under industry average, remains a continuing challenge for Banksia.

Residents and their representatives are encouraged to provide feedback on any of Banksia's services and/or this response to the Consumer Engagement Forum by contacting the relevant Department Manager or by contacting CEO by phone 4471 6031 or email ceo@banksiavillage.com.au.

Prepared by CEO 6 March 2024

Approved by Board 8 April 2024