

**Banksia Villages Ltd**  
**Consumer Engagement Annual Forum**  
**Friday 17<sup>th</sup> November 2023**  
**Meeting Notes**

**Attendees:**

see Attendance Register

**Opening:**

Andrew Ball, Banksia Director and Chair of the Consumer Engagement Committee opened the forum at 11am, welcoming all attendees and thanking them for coming. Mr Ball introduced fellow Directors Rosemary Butt and Marilyn Beaumont, as well as members of the management team.

**Introductory Remarks:**

Mr Ball provided context and background for the introduction of the Consumer Engagement Annual Forum, noting that the Royal Commission into Aged Care Quality and Safety had led to a number of reforms. Mr Ball explained that Aged Care Standard 6 – Feedback and Complaints as well as Aged Care Standard 8 – Organisational Governance were the reason for today's forum.

**Banksia Lodge – background and context:**

Graham Wise, Banksia CEO provided information on current feedback channels available to Lodge residents and their representatives, including direct feedback to staff members, resident meetings, and resident surveys. CEO advised that all compliments, complaints and suggestions are collated and reviewed and that there is a process for continuous improvement that often begins from such feedback.

CEO advised of recent feedback trends including the impact of wandering residents on others and food preferences.

CEO noted that Banksia Lodge had undergone an accreditation audit earlier this year, and had been reaccredited for a further 3 years, having met all of the aged care standards.

CEO shared results of the recent Residents Experience Report, noting that the feedback on food in this report was not consistent with complaint trend data or resident comments at regular meetings. One attendee asked how residents living with dementia are able to respond to such surveys and CEO explained that when government representatives undertake the survey, staff make them aware of which residents may not be able to participate fully. In response to a question from an attendee about how residents with dentures cannot eat steak comfortably, CEO explained that a great deal of effort is put into understanding the individual care needs of each resident, and that some for example would have a pureed diet.

CEO explained that on balance, having reviewed all feedback mechanisms, management believes that Lodge residents and their representatives are generally happy, given a complex and sensitive environment. CEO noted that continuous improvement processes are embedded across all of Banksia's services.

Future plans for Banksia Lodge include the redevelopment of the Lodge into a small household model, providing a homelike environment and person-centred care. CEO explained that funding has been received for the first stage in a master plan, providing for 2 small households, retrofitted to the Eastern end of the Lodge building. A number of attendees responded positively to this plan.

### **Banksia Community Care (BCC) – background and context:**

CEO provided details of current feedback channels for BCC clients and their representatives and identified trends including the standard of cleaning provided and the layout and timing of statements. CEO added that a regular stream of compliments was also being received, notably about the caring interactions with staff.

A recent audit assessment had been undertaken by ACQSC with around 20 clients (approx. 25%) interviewed as part of the process. The reaccreditation process remains underway but feedback from clients indicated that they felt they were treated with dignity and respect and that personal care was tailored to their needs.

CEO advised that management's read on feedback received indicates that on balance clients are very happy, and that they appreciate dealing directly with decision makers when needed.

The future direction for BCC is to increase the number of Home Care Packages services from 86 at present, to 100 by the end of the financial year, with the aim of becoming financially sustainable. CEO also advised that the BCC office will most likely move from its current location on Coronation Drive to a location on the Banksia site

Having provided these management insights, CEO handed over to the meeting, inviting feedback and comments from attendees.

### **Consumer Questions, Feedback and Suggestions:**

1. An attendee asked whether there is a separate area in Banksia Lodge for those living with dementia.

CEO explained that there are no specific areas within Banksia Lodge for those living with dementia, and noted that factors such as changing care needs, the philosophy of ageing in place and social and clinical needs of individuals are all taken into account when devising care plans for each individual resident.

2. An attendee commended CEO on his leadership of the organisation, noting that in the local area, Banksia is held in high regard. The attendee asked whether Banksia was planning to review nutrition in relation to cognitive abilities.

CEO thanked the attendee for this question and advised that he would review this matter alongside management and board members and provide a response in due course.

3. An attendee advised that her mother had been a Lodge resident for 7 years and expressed her belief that the level of personal care provided had dropped in recent years. The attendee listed a number of concerns that she had had during the past 7 years, including mould in the bathroom, her mother's walker not being nearby, her mother's toenails requiring attention, her mother not being showered often enough, her mother's socks not being changed, her mother having sores on her feet, some staff speaking in accented English, an incident of incorrect medication. She summarised that she believed additional checks were required by management and expressed overall dissatisfaction.

CEO thanked the attendee for her feedback and observed that these concerns were not reflected in the feedback channels available to the attendee. CEO requested that the attendee meet one on one with himself and Lodge management to address these concerns.

4. A different attendee requested a one-on-one meeting with CEO also.

CEO agreed immediately to this and reiterated the numerous feedback channels available to all clients, residents and their representatives, advising that meetings can be requested at any time.

5. An attendee enquired about the Banksia Lodge cleaning processes.

CEO advised that cleaning staff are specifically trained and allocated to cleaning, including common areas as well as individual resident rooms.

6. An attendee asked how Banksia will attract enough staff to be able to service 100 Home Care Packages.

CEO acknowledged that there were challenges in attracting and retaining staff, with a staff shortage right across Australia in the aged care sector. Aged care providers in rural and regional areas were finding it particularly difficult to achieve required staffing levels. CEO explained that Banksia was undertaking a comprehensive marketing recruitment program and was introducing measures to assist with retaining existing staff.

7. An attendee expressed her belief that the Lodge was always short-staffed.

CEO advised that this was not correct. He acknowledged that there were occasions when the master roster was not completely filled and explained that these unfilled shifts were carefully tracked and mitigation measures put in place. CEO also provided details of Banksia's staff turnover rate, noting that Banksia's rate is better than average for the sector.

**Summary:**

CEO encouraged all attendees to provide feedback on any concerns as soon as possible, so that they can be addressed, and reminded attendees that there are clear mechanisms available to them for escalation of concerns if needed.

Mr Ball thanked all attendees for being present at the forum and for raising some interesting questions. Mr Ball reminded attendees that Banksia is not-for-profit organisation, and encouraged attendees to use the feedback mechanisms provided.

Mr Ball assured attendees that their comments today had been captured and that appropriate feedback would follow.

The meeting was closed at 12.01pm