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RESEARCH AND INNOVATION REPORT

introduction

02

Royal Freemasons is pleased to present its bi-annual Research and Innovation Report.

As an organisation we have a reputation for blending the experience and traditions of the past with improvements that 'innovate tradition'. In this way we maintain excellence in care and accommodation for older persons.

The Board and Trustees are strong supporters of research activities as showcased in our inaugural Research and Innovation Report released in 2012. Research findings support an evidence-informed care delivery model to ensure our approach maintains its currency and incorporates new thinking on aged care and senior living.

We are fortunate to have long standing relationships with a number of academic and research institutions. These relationships together enable us to explore alternative models of care for the future, taking into account advances in technology.

As an early adopter of new approaches to care and accommodation for older persons, Royal Freemasons sites have been used to pilot new initiatives for projects undertaken by government and academic institutions.

Our research and innovation projects are supported by the Trustees and the Board with support from government grants and other specific donations.



Ian Buckingham
Chairman



Felix Pintado
Chief Executive



This 2014 report highlights research and innovation activities since our 2012 report in the areas of:

- Supporting the doctors of the future to understand aged care
- Tele-monitoring in Home Care
- Using digital technology to improve social connectedness in residential care
- The importance of Emotional Intelligence in care of older persons
- On site bone density scanning and relationship to falls
- Pain Management and Behavioural and Psychological Symptoms of Dementia
- The use of antipsychotics in aged care
- Mental Health in aged care
- Television as a vehicle for community engagement
- Customer Ambassadors
 - Celebrating Life – an innovative way to celebrate the lives of residents
- International collaboration

Ian Buckingham
Chairman

Felix Pintado
Chief Executive

CLINICAL PLACEMENTS FOR MONASH UNIVERSITY STUDENTS

joint educational program for final year medical students

In 2014, the Monash Medical School and Royal Freemasons Ltd developed a joint education program for final year medical students. The students spent two afternoons a week at Royal Freemasons during their six-week rotation in aged care medicine. They received tutorials from health professionals (doctors, nurses, physiotherapists, pharmacists, dietitians, lifestyle co-ordinators and case managers) directly involved in the care of residents. The students also participated in ward duties, assessing patients in the wellness centre, admitting patients in transition care and reviewing residents in permanent care.

This unique venture afforded the students an opportunity to observe normal physiological changes of ageing in healthy individuals and to study the physical and mental challenges that are faced with each milestone. They felt better equipped to differentiate between acceptable and pathological decline. They were able to observe at close range the impact that disease has on an elderly patient and to appreciate the complexities of co-morbidities and poly-pharmacy.

In addition to the clinical experience, students reached a better understanding about the value of contemporary aged care. They understood that Royal Freemasons offers not only an extension of care following rehabilitation in an acute hospital but permanent residency for the very fit and a multitude of support services for the increasingly dependent resident. They were very impressed by the feeling of “family”

within such a large facility and how the residents referred to their room as “home”.

The residents appreciated their chance to engage with the future generation of doctors and to have an extended consultation, discussing both their past and present history. Many residents re-familiarised themselves with the students when they attended the Alfred Hospital and the Clinical Supervisor, Dr Paki Rizakis (who is also a member of the Royal Freemasons medical panel) anticipates that this relationship will continue when many of “our” students return to us next year as newly graduated medical interns and members of the Alfred Hospital’s Mobile Assessment and Treatment Service (MATS) team.

Furthermore, the medical students were a pleasant addition to the team of health professionals at Royal Freemasons and participated as a useful link between the nursing and senior medical staff.

The establishment of strong professional connections between Royal Freemasons and Monash University serves to provide better health services for the residents of ‘the Homes’ and patients admitted to transition care from Alfred Health.

The incorporation of Royal Freemasons into the educational precinct of Monash University at the Alfred Hospital and its inclusion in the medical curriculum has proven to be a rewarding endeavour.



Dr Paki Rizakis Clinical Supervisor CCS, Alfred Hospital, Monash University meets a customer in the company of two final year medical students.

In addition to the clinical experience, students reached a better understanding about the value of contemporary aged care.

 **MONASH**
University

AlfredHealth

TELEVISION AS A VEHICLE FOR COMMUNITY ENGAGEMENT

Ch31 TV Series 'Homes that Care'

04

In 2014, Royal Freemasons produced 'Royal Freemasons Homes that Care' a six part mini series for television (and a follow up 13-week series) that aired on Channel 31, a community television channel, from 16 April to 20 May 2014 and from 17 September to 10 December 2014.

This innovation was a first for the aged care sector as programs of this kind have tended to focus on acute care, particularly emergency care.

The aim of the television series was to inform the community about aged care and how to access it in a documentary style. The series featured staff, residents, their families, volunteers and the facilities of Royal Freemasons as the backdrop. A by-product of the innovation was the capacity of the series to raise awareness of Royal Freemasons and the services it offers.

Immediately following Episode 1 of the first series, the Access Team that manages our admissions received a call from a 64 year old who loved the program, better understood aged care, liked what she saw about our care delivery and wanted to know if she could pre-book a bed for later in life! The series was also the catalyst for a prospective employee to apply for a key role at Royal Freemasons because she saw the program and decided that aged care was of interest and saw the organisation as a progressive one.

Emailed feedback to the Chief Executive from other organisations praised this community initiative.

The first series had an audience of almost 90,000 discreet viewers which exceeded expectations for a program about the sector. This reinforced the need for the program and encouraged



Marcus Georgiades, Producer of the Channel 31 'Royal Freemasons – Homes That Care' mini-series, interviews one of our customers.

the Trustees and Board to produce a second, longer series.

There has been much laughter and joy in the making of the programs. Participants (and their families and friends) have loved seeing themselves on television. Above all, the organisation has been a significant contributor to dispelling the myths about aged care in an easy-to-understand and unique way.



DIGITAL TECHNOLOGY FOR HOME CARE CUSTOMERS

Our Home Care Teleservices pilot project received generous funding from the Fred and Vi Lean Charitable Trust. This currently supports the implementation of home monitoring hubs for a small number of appropriate Home Care recipients to trial their effectiveness and contribution to a broader Home Care package. These devices can enable self monitoring by customers. The telehealth monitors also help Royal Freemasons staff to track the wellbeing of participants.

The goal is to improve the quality of life for individuals and avoid unnecessary hospital admissions and medical appointments. There is also a series of health interviews that enables information to be gathered to assist with identifying early changes in health status.

Vital signs are collected using a range of equipment including those listed below:

- Glucometer
- Blood Pressure Monitors
- Weight Scales
- Pulse Oximeters

Monitoring people in this way is reported to enhance the quality of life and clinical outcomes for people with long term conditions.

Royal Freemasons Home Care is excited to be working with Tunstall to improve service flexibility to customers through remote monitoring.

Where safe, effective and clinically appropriate, home care providers are encouraged to offer innovative approaches using technology solutions with consumers.



SOCIAL CONNECTIVITY USING DIGITAL TECHNOLOGY

'For You for Life' Appeal



A resident learns how to use the new technology.

There is mounting evidence that older persons can gain enormous benefit by using digital technology to remain socially connected.

Royal Freemasons launched a fundraising appeal in December 2013 aimed at equipping residents with digital tablets to give residents the advantage of staying in touch with friends, family and loved ones.

The benefits of this technology are directly related to health in the form of information and simple monitoring techniques, and to social engagement by allowing the elderly to keep in touch through online initiatives such as photo sharing and email. In addition, the endless variety of educational and entertainment opportunities provide great stimulation for the mind and the pleasure of connecting to a world of new ideas and information.

The 'For You For Life' Appeal 2013 was a great success on many levels.

Our objective was to build a fund that would allow us to purchase digital tablets for residents. In excess of \$34,000 was raised which enabled the first 25 iPads and peripherals to be purchased.

These are now in place at Coppin Centre, supported by volunteers, staff (known as iPad angels) and the Apple business team. The results and growth potential of this innovative project will be continually evaluated, monitored and rolled out to other Royal Freemasons sites.

Staff 'iPad Angels' assist residents with the new technology.



FEELING GOOD, WORKING WELL PROGRAM

emotional intelligence

To enhance person-centred care, Royal Freemasons has partnered with La Trobe University in a research study titled 'Feeling Good, Working Well.' The study will explore whether the quality of care we provide to residents can be enhanced by new ways to manage our workload.

The research is being conducted with staff and residents from Elizabeth Gardens. Staff will attend a number of training workshops over a six-month period. Our staff receive a toolkit and take-home materials to help assist with learning throughout the program. Staff will also have the opportunity to practice new skills in their work settings between each training workshop. The workshops present new ways to manage on-the-job demands, are aimed at increasing a sense of well-being, and are very practical, relevant and interactive.

Throughout the program, staff and residents will complete a number of data collection surveys which are designed to measure both individual and organisational factors. Our employees are asked to respond to various questions on how they feel about their work and the care they provide to residents while our residents respond to questions relating to their perception of the level of care and engagement with staff.

The statistical analysis is being managed by La Trobe University's School of Public Health and Human Biosciences and the staff workshops are being facilitated Taruni Falconer. Taruni has designed this training program to support our staff to develop and apply emotional intelligence in interactions with residents and others.

We believe this program will improve delivery of person-centred care at Royal Freemasons and we are anticipating a positive outcome for all participants from the research study.

PALLIATIVE CARE CONSORTIUM

implementing a 10 step plan for establishing a palliative approach

06

In accordance with the 'Strengthening palliative care: Policy and strategic directions 2011-2015 (strategic direction 3)' the North and West Metropolitan Region Palliative Care Consortium employed an Aged/Palliative Care project worker for the region. The initial focus of the project was to determine a baseline of practices within residential aged care facilities (RACFs) in the region in order to develop strategies to support the sector to improve end of life care and choices for aged care residents.

Royal Freemasons was approached to participate in the project due to our long standing commitment to research and evidence-informed practice. Two Royal Freemasons facilities (Coppin Centre and Gregory Lodge) were involved in the pilot project.

Royal Freemasons staff were keen to participate in any educational opportunities that were offered and are continuing to strive towards the implementation of a palliative approach in aged care by improving resident choice and control of decision making at the end of life.



**NORTH AND WEST
METROPOLITAN REGION
PALLIATIVE CARE CONSORTIUM**

Subsequently, staff from all Royal Freemasons aged care facilities have attended the "Palliative Approach Toolkit" rollout workshops and are currently using these evidence-informed guidelines to support their practice.

Over the course of 10 months, the project achieved the following outcomes:

- Engaged with the aged care sector in the north and west metropolitan region
- Conducted a baseline audit of 75 deceased resident files in nine RACFs to collect information on current practices associated with care at the end of life
- Delivered education on and evaluated the implementation of End of Life Care Pathways (EOLCPs), the palliative approach including symptom management at end of life
- Supported RACFs to implement EOLCPs and the palliative approach
- Repeated the audit to gauge changes in practice within RACFs
- Identified barriers and enablers to practice change
- Provided recommendations for further work

RANDOMISED CONTROLLED TRIAL OF ANALGESIC MEDICATIONS

modifying behavioural and psychological symptoms of dementia

There is growing recognition that agitation, aggression and other behavioural and psychological symptoms (BPSD) in people with dementia may be an expression of their unmet needs. In particular, BPSD may be an attempt to guard against increased pain associated with routine movement. To date there have been no placebo-controlled randomised controlled trials of analgesic medications shown to modify pain and thereby reduce BPSD, and the most appropriate class of analgesics for treating pain-related agitation or aggression remains unknown.

AIMS

This placebo-controlled double-blind randomised controlled trial evaluates

whether the provision of regular analgesic medications (paracetamol with or without codeine) can provide pain relief and thereby reduce BPSD, especially agitation or aggression.

RESEARCH

Ninety residents at aged care facilities (including Royal Freemasons) identified with both pain and BPSD undertook a six-week study that included a trial of analgesic medications. These residents were followed during a two-week baseline phase, a two-week intervention phase (where residents are randomised to receive either placebo, paracetamol, or paracetamol + codeine) and a two-week post-treatment phase. Throughout these six weeks, residents

are assessed by research and aged care staff on measures such as pain levels and BPSD.

OUTCOMES

The current study will provide a systematic examination of pain and BPSD, and undertake the first ever placebo controlled randomised controlled trial of analgesic interventions to specifically monitor changes in pain and consequent changes in the frequency of BPSD in persons with dementia. By completion, we will have important new insights into whether increased pain seen during movement exacerbates BPSD and robust evidence on the efficacy of analgesics as a treatment approach for pain-related agitation and other BPSD.

NURSE PRACTITIONER

supporting the study to increase viable and sustainable nurse practitioners in aged care

Over the past three years Royal Freemasons has been involved in a national project to increase the Nurse Practitioner workforce in aged care; to improve access to primary health care for residents and demonstrate effective economically viable and sustainable models of practice in aged care. The role at Royal Freemasons has evolved towards being at the heart of a collaborative, multidisciplinary model of health service provision: a model having a much better “fit” with a salaried model of funding as opposed to a Medicare-based fee-for-service model. Associate Professor Dr Sam Scherer is the principal investigator and Marie Vaughan is the Nurse Practitioner. The Nurse Practitioner has strengthened nursing practice, acts as a point for clinical enquiries and has a multidisciplinary role with medical practitioners and allied health.

Chief Nurse / Nurse Practitioner Marie Vaughan chats with a resident.



DEXA

(Bone Density Assessment) reporting on a ‘silent thief’

Osteoporosis is often called “the silent thief” because bone loss occurs without symptoms. Individuals may not know they have osteoporosis until their bones are so weak that a strain, bump or fall causes a fracture. Osteoporosis and its attendant risks for increased morbidity and mortality are a significant challenge in aged care. A study to determine the incidence of osteoporosis and to assess the impact of on-site Bone Density Assessment (DEXA) in enabling diagnosis, treatment and adherence to best practice in bone care was conducted at Royal Freemasons with the assistance of funding from South City General Practitioners.

Data regarding clinical diagnosis and care of residents with osteoporosis is being collated. Provisional evidence suggests that doctors have become more conscious of the need to consider osteoporosis in their patient’s care plan.

ANTIPSYCHOTIC AUDITS

There is an increased professional and community awareness of the ethical issues and unfavourable clinical outcomes involved in the use of antipsychotics in residential aged care. An annual antipsychotic audit has been conducted at Royal Freemasons with the aim of minimising the use of antipsychotic medication in people with behavioural or psychological symptoms associated with dementia. This has resulted in significant and ongoing reduction in antipsychotic use with an increased emphasis on non-pharmacological strategies and person-centred care.

STAFF AS CHANGE AGENTS

Royal Freemasons is currently participating in a Deakin University research project titled “Staff as Change Agents - Enhancing and Sustaining Mental Health in Aged Care”. This research project aims to improve the knowledge and skills of aged care staff in attending to and managing the emotional wellbeing of residents in their care. The project addresses two major mental health concerns in residential aged care, depression and challenging behaviour associated with dementia. Early detection of the former and a teamwork approach in the latter comprise the intervention arm of the randomised control trial. Four of our residential aged care facilities are involved in this trial and all will access training. The anticipated outcome is increased staff confidence and collaboration in managing behaviours of concern.



MODELS OF CARE

evaluation and implementation of an integrated person-centred models of care at Royal Freemasons

Though there are a number of person-centred models of care in the residential aged care sector, their appropriateness for adoption in a Royal Freemasons setting is uncertain. This project developed a 'transitions' model of care, which is an evidence-informed model not yet clearly articulated in the aged care sector. This model incorporates existing Royal Freemasons practice (particularly specialised medical care) with person-centred care concepts (especially improving family collaboration, and reframing care to meet identified resident goals), encapsulated in a framework that embraces the transitions that occur for residents in the multiple domains of functioning, illness and disability.

AIMS

This project aims to advance the quality of life and health care of residents and clients through a comprehensive and integrated best practice care model, evaluated using a case-control exhaustive sampling study design at two facilities.

RESEARCH

The transitions model of care will be incorporated into existing care as part of a quality improvement service at two Royal Freemasons facilities. Residents will be evaluated at baseline and approximately six months later on primary measures related to quality of life, goal attainment, mood, behaviour and function.

OUTCOMES

The current study will provide a systematic examination of an integrated person-centred model of care and evaluate the model's performance on key outcomes. By the end of the project, there will be evidence on the impact of a transitions model of care on improving quality of life for residents, improving family engagement and communications, and entrenching a culture of person-centred care at a staff and organisation level.



This research is kindly supported by the Keith and Aya Thornton Homes Fund.

INTERNATIONAL COLLABORATION

For more than a decade Royal Freemasons has fostered international as well as national collaboration in pursuing best practice in service provision, as well making the greatest contribution we can to the global field of enhancing care for older people. Royal Freemasons began providing Visiting Fellowships for overseas aged care clinicians in 2003 and we have now had three Singaporean geriatricians, a Physiotherapist and an Occupational Therapist, spending up to six months in placements at our facilities. In 2006 Royal Freemasons received an American Medical Directors Association – Pfizer Quality Improvement Award for our development of a multi-component sleep enhancement program in our residential aged care facilities.

International collaboration continued in 2013 and 2014 and we have hosted delegations from a group of gerontology undergraduates and their lecturers from Meisei University Japan; a 19 member postgraduate aged care academic group from SIM University Singapore; a delegation of senior Geriatricians and managers from National University Hospital Singapore; and aged care Social Workers from Malaysia.

Other Research projects undertaken during this period

Transition into aged care

Royal Freemasons participated in a study during 2012-14 led by Deakin University which investigated the needs and concerns of older persons and their family members during the transition process into aged care. A report on the outcome is awaited.

Alfred Health Mobile Assessment and Treatment Service (MATS)

Royal Freemasons participated in a study in 2013 which examined the outcomes for residents with Lower Respiratory Tract Infections in residential care managed by MATS versus those managed as inpatients at acute hospitals. The report is pending at the time of writing.

AlfredHealth

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