

MEDIA RELEASE

Aged Care Plus applauded twice over with two Better Practice Awards

17 August 2017: The Salvation Army Aged Care Plus has been awarded two Better Practice Awards today, celebrating their revolutionary dementia care philosophy and unique hospitality program at the 2017 Australian Aged Care Quality Agency Better Practice Conference.

One Better Practice Award acknowledged Aged Care Plus' dementia care philosophy, Making Moments Matter, based on the internationally-awarded Butterfly Household Model of Care developed, pioneered and operated by Dementia Care Matters. Aged Care Plus was selected as one of two aged care providers in Australia to pilot the Butterfly Household Model of Care in July 2016, which was launched at Mountain View Aged Care Plus Centre in Narrabundah, ACT and The Cairns Aged Care Plus Centre at Chapel Hill, QLD. The model has seen significant success in improving the quality of life, health and wellbeing for residents living with dementia.

This model focuses on achieving culture change in aged care homes through its philosophy of 'Feelings Matter Most'. The model values emotional intelligence, inspiring leadership, domestic household living and the core belief that everyone living with dementia can be reached as a whole person. Through the pilot of this model, Aged Care Plus has seen a reduction in expressive behaviours, falls and a decrease in the number of residents who require psychotropic medication.

Aged Care Plus Executive Manager for Care Services, Governance and International Relations, Peter Bewert, says the Better Practice Award is testament to the success of this model.

"This model has seen the benefits emotional connectivity can have on the physical, psychological and social wellness of residents living with dementia. In essence, we have been able to quantify that love, peace, joy and hope are key to quality of life and this is achieved through this model of care," Peter said.

Aged Care Plus achieved a second Better Practice Award for their unique hospitality program, Food Glorious Food. The foundation of this program is built on high energy, high protein foods, and promotes a home-like mealtime experience. Food Glorious Food has seen significant success in improving residents' overall health, Body Mass Index (BMI) and enjoyment of the mealtime experience.

Aged Care Plus' Quality Consultant for Hospitality, Lainie Lynch, has been instrumental in improving outcomes for residents through this program and expresses the importance of enhancing the mealtime experience for older Australians.

“It is essential we provide meals that are home-like, tasty and suitable for the generation we are feeding. I feel this connection is missing in many aged care food models,” Lainie said.

This achievement builds on Aged Care Plus’ previous success, bringing their Better Practice Award tally to six since 2014. Chief Executive Officer, Sharon Callister said: “We are honoured to be recognised by the Aged Care Quality Agency for our commitment to providing the highest quality of care to older Australians.”

“We will continue to evolve and innovate for the benefit of older Australians, and we look forward to sharing the success of our revolutionary models of care in the years to come,” Sharon said.

The Salvation Army Aged Care Plus are industry leaders in the provision of physical, emotional and spiritual care, and in their efforts, care for over 1,700 older Australians annually.

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Further information including interviews:

- Claire Whyntie | 0429 233 613 | claire.whyntie@ae.salvationarmy.org
- Refer to the Australian Aged Care Quality Agency website for the Better Practice Award winners for 2017: www.aacqa.gov.au

About Aged Care Plus: Aged Care Plus is a division of The Salvation Army Eastern Territory and provides aged care services to over 1700 older Australians. The Salvation Army Aged Care Plus has 16 residential aged care centres across New South Wales, Queensland and the Australian Capital Territory, six centrally located retirement villages, one respite and day centre in the Australian Capital Territory and a range of Community Home Care and Support Programs assisting older Australians in their home.

Dementia Care Matters: Dementia Care Matters is a UK based culture change organisation passionate about enhancing the quality of life for those living with dementia. Based on the philosophy of ‘Feelings Matter Most’, Dementia Care Matters believes that person-centred care is the best approach forward for dementia care, as demonstrated through its internationally awarded ‘Butterfly Household Care Model’. The Butterfly Household Care Model has been evolving over the last 20 years, and currently there are over 150 Butterfly Care Homes across the UK, Ireland, Canada, Australia and set to begin in the USA in July 2017.