



MEDIA RELEASE
Cook Fresh Update and COVID-19
Bulletin 27

TO: RCH RESIDENTS AND FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 18 December 2020

With Christmas just around the corner I am pleased to be able to update you on several changes that have taken place recently, including some news about the Cook Fresh meals initiative.

Cook Fresh

Cook Fresh was launched on Monday this week. I acknowledge there have been a number of teething problems in implementing this, as I predicted there would be.

It's a big change and not everything has gone according to plan not helped by the fact that there is still some building work nearing completion at Glynde and still to happen at Hope Valley. I've been 'hands on' at both Glynde and Hope Valley this week to see how the new system is going and talked to residents and staff about their experience of the changes. The feedback has been mixed and I want to assure you that we are listening to all of the feedback and we will be fine tuning the system accordingly.

It's also worth remembering that Cook Fresh is being implemented as part of the change to our model of care to ensure that the very best care is provided to all of our residents. Further changes are planned for next year and all of these will continue to focus on improving the way we deliver care and services to residents.

There are many advantages of Cook Fresh:

- Increased resident choice – of what they eat, when they eat and how much they eat
- All the meals served to residents are fresher than under the previous system
- The taste and nutritional value is improved
- We have also reviewed our menu and made significant improvements to the variety of ingredients, including greater use of fresh seasonal fruits and vegetables.

We've also extended mealtimes – so there's no rush, no need to queue – residents can come whenever it suits them within the allotted mealtime and eat at leisure while meeting and talking with their friends. If residents want to go back for seconds or to try something else – that's fine! As always, I am keen to hear any feedback of suggestions for improvements you might have by emailing admin@lhi.org.au or phoning on 8337 0488.

Other news

Cook Fresh isn't the only thing that's happening at LHI. There have been so many changes brought about by COVID-19 that I want to bring you up to date on where we stand at present on things that are important to you. To summarise these:

- Residents can now have more than one visit a day, with a maximum of two visitors at a time when meeting in the resident's room.
- Visitors must still only use the designated entrance, sign in and wear a mask until 23rd December when wearing masks will no longer be required.
- Kafé Schulze at Glynde is now open for residents and visitors 7 days a week from 10 am to 4 pm, with hot meals served from 11.30 am to 2 pm. Entry to the Kafé is only via Avenue Road and all patrons will need to be screened and provide contact tracing details before entering.

Please note that the Kafé will be closed 25th December to 28th December inclusive.

RCH Christmas – New Year Visiting Hours

<u>Christmas Visiting Hours</u>
Friday 25th December (PH) – 9am to 12pm and 1pm to 4pm
Saturday 26th December - 9am to 12pm
Sunday 27th December – 1pm to 4pm
Monday 28th December (PH) – 1pm to 4pm
Tuesday 29th December - 10am to 12pm and 1pm to 3pm
Wednesday 30th December - 10am to 12pm and 1pm to 3pm
Thursday 31st December - 10am to 12pm and 1pm to 3pm
Friday 1st January 2021 (PH) – 1pm to 4pm
Saturday 2nd January – 9am to 12pm
Sunday 3rd January – 1pm to 4pm

On behalf of everyone at LHI Retirement Services I wish you and your family a very Happy Christmas and a safe New Year. Probably like everyone else I am looking forward to 2021 being a much better year than 2020.

Graham Reed

CEO