

# Neighbourhood news

Our latest news and favourite moments

PresCare  
AGED CARE COMMUNITIES

Alexandra  
Gardens

April 2024

## From the Manager

Sandra Thomson



In this edition of Neighbourhood News, we acknowledge our Catering Team, led by Sharlene Vincent, following a successful audit of Alexandra Gardens' Food Safety Program by an independent consultant.

We're excited about upcoming enhancements to some of our dining rooms, and improvements to the overall dining experience. The Lifestyle Team now joins residents at mealtimes to offer additional assistance, ensuring they are supported to eat well.

91% of staff participated in a survey of our workforce and our leaders remained in the top quartile with a score of 95%.

As you'll read in the 'Global award finalist for Employee Wellbeing' article, the Workrite culture program reported a top-quartile result with a score of 78%. This reflects staff commitment to applying the Apollo Care behaviours, a focus on performance outcomes & improving workforce wellbeing.

We are now implementing a new medication management system called Best Med that saves doctors and staff time, and further streamlines resident care with electronic scripts, ordering and charting.



## Lunchtime at Alexandra Gardens



**When it comes to mealtimes at Alexandra Gardens, neighbours Ethel, Maree and Barbara look forward to catching up, saying it feels just like one big family gathering.**

"It's great to sit down with friends each day. I really enjoy the social companionship. We chat about what activities are on for the day, our family and friends, and of course, the menu. Mealtimes here remind me a lot of family mealtimes – because everyone at the table is like family," says Ethel.

Ethel, Maree and Barbara love the flexible approach to country-style meals and say the daily menus offer lots of delicious options and family favourites. They also love that they can choose when and where they eat, and help themselves to a snack or drink at any time.

"There's plenty of choice – just like home. We get to choose our own menu each month, usually themed from different countries around the world. And we can provide suggestions and input into the menu design at our Focus on Food meetings," says Maree.

"I like all the meals, but my favourites are Caesar salad, and grilled salmon and salad. At night, we prefer a lighter meal so we request cold meat and salad, or a toasted sandwich. It's nice to have this flexibility and be able to choose," says Barbara.

# Global award finalist for Employee Wellbeing

*Apollo Care has been named Finalist in the 2024 'Innovation of the Year - Employee Wellbeing' category in the 12th Asia Pacific Eldercare Innovation Awards.*



This achievement recognises, on an international scale, the effectiveness of Apollo Care's culture program that uses cloudbased technology to enhance staff wellbeing. This innovative approach has increased employees' sense of achievement and connectedness.

In addition to a happier and more engaged Apollo Care workforce, the other big winners from this strategy have been the residents! Thanks to our amazing team, Apollo Care residents and their families scored our communities in the top percentile (78% or greater) for psychological, emotional and spiritual wellbeing.

## Alexandra Gardens receives community grant



*We're thrilled to be a successful applicant for the Frenchville Sports Club's 2024 Community Partnership Program. The Club contributed \$500 and a new Webber BBQ.*

The cash donation will be put towards new screening and outdoor furniture for our Happy Hour area where residents can relax and enjoy afternoon catch-ups together with refreshments.

A huge thank you to the Frenchville Sports Club for this wonderful initiative. It shows their unwavering commitment to giving back to the wider community that has supported it for generations. This grant will be enjoyed by all residents for many years to come.

## Feedback

*Feedback from residents and families is important to us because it helps us improve and make positive changes.*



We also love hearing when we are doing something well.

**You can provide feedback in these 3 ways:**

1. Tell us in person
2. Complete our feedback form and either place it into our feedback box or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at [feedback@apollocare.com.au](mailto:feedback@apollocare.com.au)
4. Complete a short Care Rite survey about the wellbeing of residents by scanning the QR code above.

## The three things Noelene loves most about her Alexandra Gardens home

1. It's a very friendly place to live. I'm happy to call it home.
2. My health and wellbeing has improved with the care I receive here.
3. I love giving back by helping make the trauma teddies that this community gives to the Ambulance Service.



# Notice board

## Birthday wishes!

*Happy birthday to residents celebrating their special day during January, February, March & April:*

Cynthia H, Shirley R, Maureen Q, Lesley K, Cynthia M, Harry W, Del H, Audrey P, Janice L, Daryl G, Alfred A, Darchy C, Alan S, Colleen W, Colleen M, Joyce K, May H, Kay S, Jenny G, Margaret M, Beverley F, Esme N, Henry D & June N

## Special events

**Fri 8th May** – Special Mother’s Day Morning Tea

**Wed 15th May** – Elvis Presley Entertainer

**Thurs 16th May** – Women’s State of Origin

**Wed 5th June** – Men’s State of Origin

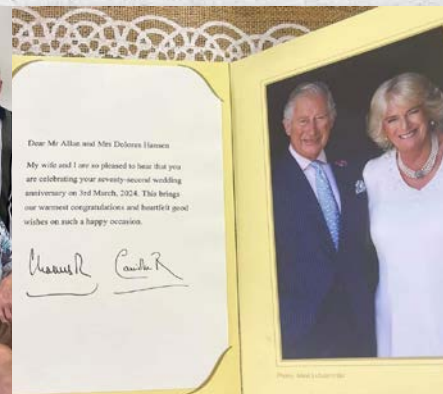
**Wed 12th June** – Alexandra Gardens Show Day

**Sat 29th June** – Alexandra Gardens Olympic Games

## Beautiful feedback from our families

*We love receiving feedback from residents’ families. It’s truly heart-warming to read messages like these:*

“Residents, including my Mum, benefit so much from the amazing efforts of the Lifestyle Team. They show so much initiative and creativity to make the Lifestyle Program so enjoyable for all.”



***Congratulations to Alexandra Gardens’ residents, Del and Allan, who recently celebrated their 72nd wedding anniversary!***

Surrounded by their loving family to mark the special occasion, Del and Allan also received a congratulations card from King Charles and Queen Camilla.

## What our Team says

“I love being a part of this amazing Alexandra Gardens team. The residents are wonderful to be around because they tell such interesting stories and say things that make me smile.”

**Mel, Carer**

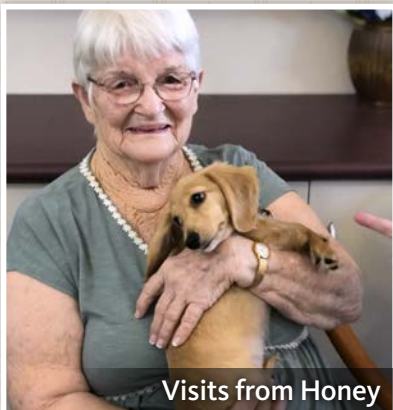
# Favourite moments



Our new Neighbourhood Book Exchange



St Patrick' Day



Visits from Honey



Easter Morning Tea



Visit to Parkhurst Early Learning Centre



## Staff Profile



Meet Faith, our Registered Nurse who loves making a difference to residents' lives

*Faith joined us in 2022 from Abu Dhabi, after growing up and training in the Philippines. Inspired by her close relationship with her grandparents, she loves taking care of residents, treating them like her own family.*

### **Why did you choose Nursing in aged care over a hospital setting?**

Some of my fondest memories are of my grandparents taking care of me and my sister. I first became a Nurse so that I could eventually take care of them. Here, I love making a difference to residents and making them happy. They always comment when I have something bright on, so I wear things just to make them smile.

### **How would you describe Alexandra Gardens?**

We're one big family! We're like siblings who work together to put the needs of residents first. I feel so incredibly lucky to work here.

### **How are you supported by your leadership team?**

We have a great leadership structure, with very open and honest communication. When I first arrived, Sandra was very flexible and accommodating as I continued my studies to retrain as a Registered Nurse in Australia.

### **How are you supported by Apollo Care?**

The Apollo Care systems make the job of providing excellent care to residents so much easier. For example, our new medication system, Best Med, means we no longer need to interpret doctor's instructions or handwriting – it's all there and easily accessible. Apollo Care also provided amazing support to help bring my husband and two children to Australia.

# Alexandra Gardens' Quality & Safety Report



Apollo Care is committed to using best-practice governance and clinical governance systems to deliver exceptional resident and client experiences in all of our communities.

We recognise that transparency is a key part of delivering on this objective, and we are implementing a new engagement framework so all residents, family members and representatives, and staff are provided with up-to-date quality and safety information.

Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Feedback & Complaints, Quality Standards Compliance, Incidents & Hazards, and Quality Improvement Projects.

## ***April 2024 update: Feedback & Complaints***

Apollo Care values feedback in all its forms, including compliments, suggestions and complaints. We use feedback to understand what we are doing well and to improve the care and services we provide.

**We try and make it as easy as possible to provide feedback**



You can email us at [infoAG@prescare.com.au](mailto:infoAG@prescare.com.au), fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located at Reception and next to Noticeboards), or simply provide your feedback to any member of our team.

Alternatively, you can visit [www.apollocare.com.au](http://www.apollocare.com.au) and follow the prompts to submit your feedback, in confidence, to Apollo Care's Chief Governance Officer.

**During the last quarter, Prescare Alexandra Gardens received nine items of feedback, including seven compliments and two complaints.**

Compliments received mainly related to care and services, with positive feedback also being received about catering and lifestyle activities. Thank you for taking the time to recognise what we are doing well. The Prescare Alexandra Gardens team really appreciates it!

The two complaints we received during the quarter related to pet therapy and a change in accommodation. Every complaint is logged and investigated, and serious complaints are escalated to Apollo Care's Chief Governance Officer.

**Become a  
volunteer!**



*We're looking for more  
volunteers to join our team  
and make a real difference to  
residents' wellbeing.*

We would love to welcome interested Volunteers to participate in Bible Study with residents. For more info, talk to our Lifestyle Team:

Call (07) 4999 3000 or email [jobsAG@prescare.org.au](mailto:jobsAG@prescare.org.au)

## Alexandra Gardens Church services

*Alexandra Gardens residents  
and their families are  
always welcome to join our  
Presbyterian services in our  
on-site Chapel.*

Services are held on the 1st and 3rd Monday of every month at 10.30am, following by morning tea.

## More community stories



*Like to know more about daily  
life at Alexandra Gardens?*

Visit our website and follow our Facebook page to read more stories like the ones in our Newsletter.

Find out what residents have been enjoying and how staff are supporting them to live their way.



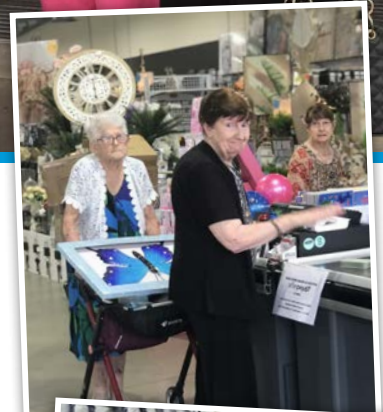
## A little bit of retail therapy

*Some residents were keen to visit the  
local discount store, so we climbed into  
our Alexandra Gardens bus and went  
for a shopping trip!*

The bus was full of energy and excitement as they discussed what they wanted to look at and buy.

Amazed at all the products on offer, some knew exactly what they wanted, while others took their time trawling down every aisle with their baskets, looking for that special something.

They walked away with wool for crafting, pictures and calendars to hang in their rooms, toiletries, ornaments, flowers and storage containers. They couldn't resist a few lollies, either!



## Hair salon



*We love supporting  
residents to look and feel  
their best*

And so does our lovely hairdresser, Karen! At Alexandra Gardens, residents can enjoy all the usual services, including colour treatments, perms, wash, style cut, blow dry and set.

Appointments are available every second Thursday, but be sure to book in with Trish, Cassie or Tracy from the Lifestyle Team.