

Neighbourhood news

Our latest news and favourite moments

PresCare
AGED CARE COMMUNITIES

Alexandra
Gardens

March 2023

From the Manager



Sandra Thomson

Welcome to the first Neighbourhood News for 2023. It's lovely to be back as fulltime Manager of Alexandra Gardens. I'd like to extend a huge thank you to Nigel Carlton for sharing this role while I took a step back for a few months last year, and to all staff for supporting us both.

Our community was recently independently audited by Aged Care Quality Assessors from the Australian Government. This is a standard process that residential aged care providers undergo every one to three years to receive accreditation.

I'm very pleased to report that this audit determined that Alexandra Gardens meets all requirements stipulated in the Aged Care Standards and has been granted the maximum accreditation period of three years.

In an industry where many providers fall short of providing the level of care residents and their families deserve, I'm so proud of our team for consistently working together to put residents first. This report will be published on our website soon.

I wish you and your loved ones a very safe and happy Easter.



Staff profile



Meet Babita, our compassionate Care Manager

Babita leads our clinical care team with positivity and empathy. Loved and respected by staff, residents and their families, she puts residents first by understanding them and giving them choices to live their way.

How would you describe Alexandra Gardens? Walking through the front doors, you instantly feel a sense of calm and peace. Everyone works as a team with a culture of togetherness. This makes for a happy community with happy residents.

How are you supported by your leadership team? Every member of our team can ask for assistance and is treated with absolute respect. We're encouraged to have open conversations and to be there for each other.

How are you supported by Apollo Care? Being part of Apollo Care brings so many benefits to staff. Clinical and operational policies are always up-to-date and easily accessible. Plus, we have direct input into the continual improvement of our community. We have a real voice.

Why did you choose aged-care nursing over a hospital setting? The flexibility and work-life balance is better, plus we're able to go beyond only clinical care to form connections with residents and families. We get so much in return because even the smallest things are appreciated. Like when I helped resident, Alan, continue gardening by organising a special knee brace. He's so grateful for this because gardening is his passion and now he can do it safely and comfortably.



A visit from the Minister for Aged Care



Late last year we welcomed the Federal Minister for Aged Care, Hon Anika Wells, for a special visit to Alexandra Gardens.

The Minister spent time touring our community, meeting staff and residents, and hearing how Apollo's Philosophy of Care focuses on supporting older Australians to live their way, with grace and dignity.

Ms Wells was very keen to be involved in the activities being held on the day and tried her hand at stuffing one of the trauma teddies knitted by residents for the local Ambulance Service. It took three attempts until her teddy passed resident Doris' strict standards of approval! The Minister also participated in a Physio-led exercise class, inspected our on-site kitchen, and said hello to our much-loved chooks, Ada and Ebony. Ms Wells was very impressed with our community and enjoyed her visit immensely.

Celebrating Easter at PresCare

Thurs 6th April - Morning Tea Easter Party

Sun 9th April 10.30Am - Easter Church Service



Become a volunteer!



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

You can nominate your preferred activities and availability.

For more info, talk to our Lifestyle Team by calling (07) 4999 3000 or emailing jobsAG@prescare.org.au

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.

Better Together Mens' Group wins Apollo-wide competition

Our community recently won the inaugural 'Better Together' Team Culture competition that was held across all seven Apollo Care communities.

This competition judged the best examples of how staff in each community work together to help residents feel a sense of connection.

The Alexandra Gardens Mens' Group attracted the most votes overall! This group activity is just one way we support residents to keep engaged in their interests, familiar routines, and connections to the people and places they love.



Notice board

Birthday wishes!

Happy birthday to residents who celebrated their special day during January, February and March:

Cynthia H., Shirley, Lesley, Cynthia M., Harry, Del, Audrey, Janice, Daryl, Alan, Colleen and Alison.



Special events

Mon 3rd Apr - Children's Book Week visit

Fri 21st April - Anzac Day Service with Cadets Airforce visit

Fri 12th May - International Nurses Day Afternoon Tea

Fri 12th May - Mother's Day High Tea

Thurs 15th June - Show Day Entertainment



A meaningful Lifestyle Program

Designing our Lifestyle Program takes careful consideration, creative thinking and, most importantly, lots of input from residents.

Each month, our Lifestyle Team plans ahead to incorporate a wide and varied range of activities and outings to cater for different interests, abilities and preferences.

The Lifestyle Program is designed to offer opportunities for enjoyment, purpose and meaning, and connections to their loved ones and the wider community. Key elements include special calendar days, bus trips, concerts and other incursions, music or art therapy, physical and mental exercises, craft and games, and cooking to name a few.

While some residents enjoy things like counter lunches at the local pub, fundraising morning teas, fish and chips on the beach, or family-friendly celebrations, others may prefer quieter everyday routines like gentle gardening, knitting or sewing. Each resident is supported to participate in the activities or endeavours that are important to them, including attending Church services or receiving pastoral support. We always enjoy visits from the local kindergartens, too!

Favourite moments



Resident Profile



Meet Kaye, who's supported to build her own rewarding routine

We love supporting residents to continue familiar routines they may have enjoyed at home. For resident Kaye, this means spending time in the garden, maintaining her favourite hobbies and socialising with neighbours.

How do you design your own day? I've always liked keeping busy, so right after breakfast, I spend time in the gardens, watering the plants and attending to any weeds. Connecting with nature is a lovely way to start the day. Then I'll either do some painting or craft, or join in one of the group activities. Some afternoons, I enjoy helping staff set up for dinner by folding the napkins. I like contributing to the running of the household, just like I did at home.

What else do you like to do? I paint the statues and gnomes that are placed around the garden beds. With a fresh coat of paint, they look brand new again. And of course, I love the social aspect of living here. My closest friend is Joyce, and we share lots of laughs and have good chats together over cups of tea in the garden.

How do the staff support you? They are always there to help me garden and make sure I'm safe. They bring me potting mix and craft items. They're just wonderful!

Feedback

Feedback from residents and families is important to us so we can make positive changes.

We also love hearing when we're doing something well. To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form (located at Reception and each Household), and place in the feedback box or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au
4. Complete a short Care Rite survey about the wellbeing of residents by scanning the QR code above.

