

# Neighbourhood news

*Our latest news and favourite moments*

PresCare  
AGED CARE COMMUNITIES

Alexandra  
Gardens

July 2023

## From the Manager

Sandra Thomson



### *Welcome to the latest edition of Neighbourhood News.*

It's been an exciting time for both Alexandra Gardens and the Apollo Care Alliance, as our community continues to benefit from Apollo's investments, innovations and quality systems that are all designed to make aged care better for residents and staff. In fact, Apollo Care's innovative approach to aged care was recently recognised internationally. You can read about this global award win on page 2.

I'd like to acknowledge the fantastic efforts of our Lifestyle Team. These wonderful people not only build a meaningful and rewarding Lifestyle Program that's inclusive for all residents, they also go out of their way to find opportunities to build intergenerational connections.

Residents recently visited a local early learning centre that was enjoyed so much by the children and residents, we've already been invited back! We're also welcoming members of the Presbyterian Church Youth Group who will be helping with gardening and one-on-one visits with residents.



## Resident Profile



**Meet Barbara, who feels right at home at Alexandra Gardens**

*Barbara is an active and vibrant member of our community, who loves keeping busy with her sewing.*

**What do you like about living at Alexandra Gardens?** I like the smaller house environment. In just a few months, I've been able to form some lovely friendships with other residents who I think of as neighbours. We come together in our own lounge room and eat meals in our own dining room. It's much more personal – much more like home.

**What things do you like to do here?** Sewing has always been my passion. I have my sewing machine and supplies in my room, and always have a project on the go. The staff are so helpful and friendly. They help me attend my weekly sewing group in Rocky, and they're really interested in my quilting.

**What's your favourite part of the Lifestyle Program?** I do morning exercises, join in the music activities and concerts, and I was part of the fashion show recently which was so much fun! I've been on some great outings around the local area, too.

**How would you sum up your life at Alexandra Gardens?** I love everything about it, especially the social aspect. I enjoy the company immensely. I also like the meals, being able to welcome family and friends, and keeping connected to the wider community. I'm very busy, and very fulfilled.

# Apollo Care Alliance wins Global Award for Innovation

*Alexandra Gardens is proud to be part of the Apollo Care Alliance that beat a field of over 200 submissions from 15 countries at the 11th Asia Pacific Eldercare Innovation Awards 2023 in Singapore.*

Apollo Care won the global award for Innovation in Aged Care and was named Finalist in Operator of the Year - proof on an international scale that we are making aged care better for residents and staff.

Alexandra Gardens is benefiting from Apollo Care's investment in innovation, including a cutting-edge cloud-based IT system, new hand-held mobile devices for every care worker, and a progressive clinical governance system that has resulted in us achieving the maximum government accreditation.

Apollo Care is now one of Australia's fastest growing aged care providers, and is delivering choice for older Australians living in regional areas, like Rockhampton, who want to stay connected to their local community where they feel they belong.



## Investment in technology enhancing resident experience



*Alexandra Gardens has introduced CareKeeper, an initiative that equips every care worker with a mobile device that enhances the delivery of care to residents.*

The innovation, developed by Telstra Health, allows every Nurse and Carer on every shift to access important information about each resident's care needs, including clinical information and lifestyle choices and preferences, on a mobile device in real time. Staff are able to quickly view, action and record care information or tasks while being at the resident's side.

Each resident's individual preferences, such as choice of daily routine or favourite activities, are also accessible giving staff more opportunities to engage meaningfully with residents to provide a truly holistic care experience. Staff are excited about the rollout of the technology saying it reduces paperwork and time spent at nurse's stations.

CareKeeper is part of Apollo Care's overall strategy to deliver efficiency, faster response times to resident calls and enhanced team collaboration.

## 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.

## Beautiful feedback from our families

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

"I would like to convey my heartfelt thanks to Prescare Alexandra Gardens' management and staff for the care and respect shown to my father over the past two years.

I believe my father was in the best of hands. Sandra and her team are amazing.

Thank you, Prescare, for being a part of our family and allowing us to be part of yours."



# Notice board

## Birthday wishes!

*Happy birthday to residents who celebrated their special day during April, May, June and July:*

Joyce, May, Joan, Kay, Jenny, Margaret M, Beveley, Esme, Joseph, June, Dulcie, Enid, Eunice, Noel, Beverley W, Esmi, Beverley G, Margaret S, Ron, Shirley, Ella, Barry, Noela, Thelma, Gladys, Wendy, Edith, Marjorie, Dell & Neale.

## Special events

**Fri 11th Aug**  
Pet Therapy - Dachshunds

**Fri 25th Aug**  
Daffodil Day

**Tues 29th Aug**  
Make-Your-Own Tacos

**Fri 1st Sept**  
Fathers' Day Vintage Cars

**Tues 19th Sept**  
Art Gallery Day

**Mon 16th Oct**  
Grandparents Day

## 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.



## Getting out and about

*Residents from our Dementia Support Household enjoy weekly bus outings into the community.*

This has become a very popular activity and we've visited a range of locations, including the beach for fish & chips, Gracemere, The Caves, the Fitzroy River, Ski Garden, Mt Morgan and the Botanical Gardens.

These trips spark many memories and opportunities for reminiscing and conversation. It's wonderful to see the enjoyment on the residents' faces, and hear them talk about the local area they grew up in.

## Become a volunteer!



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

For more info, talk to our Lifestyle Team: call (07) 4999 3000 or email [jobsAG@prescare.org.au](mailto:jobsAG@prescare.org.au)



## Favourite moments



Our Rocky Show



Puppies from PJ's Pet Barn



Glenmore Homestead visit



Daycare centre visit



Early Learning Centre visit



## Staff Profile



### Meet our amazing Lifestyle Team

*Our Lifestyle Team comprises Trish, Cassie and Tracy, who work closely with Pastoral Care Officer, Neil, to design and deliver an inclusive and meaningful Lifestyle Program.*

#### ***What do you think makes Alexandra Garden's Program so exceptional?***

We think outside the box to come up with different and more creative ideas that enhance residents' wellbeing. For example, we use our outside spaces as much as possible so residents can enjoy socialising in nature. We work closely with the Catering Team to tie food into activities which is always fun, and we incorporate a wide range of interesting locations to visit, as well as incursions. Something so simple as asking the local pet shop to bring puppies or baby chicks in for some cuddles spreads so much joy.

#### ***You include opportunities for inter-generational connections. Why is this important?***

Residents just adore being around the children from the local kindies or primary schools, but we think the kids get just as much out of the visits! The conversations between them are beautiful and there's a lot of mutual respect. We've even started a Pen Pal program with some Year 4 students and the residents really look forward to their letters.

#### ***Why do you love being part of the Lifestyle Team?***

This job is so worthwhile! Every single day, we see the smiles on residents' faces as they enjoy an activity or outing we've planned and that's very rewarding. We make a difference every day and that's pretty special.