

Neighbourhood news

Our latest news and favourite moments

PresCare
AGED CARE COMMUNITIES

Alexandra
Gardens

September 2022

From the Manager



Sandra Thomson

Welcome to the first edition of our new-look newsletter - Neighbourhood News!

Many of you would know that we've recently welcomed Nigel Carlton who will be sharing the Manager role with me for the next few months, while I take time off to care for my mother. Nigel has worked in the aged care sector for eight years and he's been very impressed by the way our team works together to put residents first. I will continue to work closely with Nigel one day a week, until my full-time return in November.

The Australian Government Department of Health & Aged Care will be conducting consumer experience interviews with residents and families on 19 October. These interviews will provide us with valuable feedback to guide enhancements to the quality of care we provide. See posters and brochures displayed for more information, and further communication will be provided soon. We're interested in hearing what you think of your community at all times throughout the year. Find out about other methods for providing feedback on page 2.



Resident profile



Meet Arlie – whose handmade teddies are helping local children

Arlie is a very engaged and compassionate member of our Alexandra Gardens community.

A Rockhampton local since 1999, Arlie has loved embroidering and knitting ever since she can remember. But this interest goes far beyond just a hobby. Arlie uses her talents to help sick or injured children in the local area.

With help from other residents and Volunteer, Lyn, Arlie has made more than 200 Trauma Teddies for the local Ambulance Service.

“Paramedics hand these teddies to the children they treat on the way to the hospital and they tell me it really brightens them up. If a child is really sick or has had an accident, it's nice to know that something I've made has helped in some way. Some of the children even write to me to say thank you, which is lovely.”

Arlie credits knitting for keeping her mind active and she used to enter her work in competitions. At Alexandra Gardens, she loves that staff and volunteers support her to make difference to the local community.

“The other residents and I enjoy making the teddies very much. It's very rewarding and I'm so grateful to Lyn and the staff here for helping me.”



An update from Apollo Care

The transition to new owners, Apollo Care, has been positive for Alexandra Gardens and we are already seeing the benefits of the many enhancements being made.

Apollo Care's CEO, Stephen Besci and COO, Barry Ashcroft visited our community in August. During this visit, they toured the site, met residents, had initial discussions about potential refurbishments, and talked openly with staff about their roles, responsibilities, and any concerns.

Apollo's award-winning staff culture program that was introduced late last year is gaining momentum and continues to support us to work together to put residents first. Here are some recent staff testimonials that showcase what it's like working at Alexandra Gardens:

"Every day is rewarding because the care and services we provide makes a positive difference to the residents, and their families and friends."

"The residents are so important to us. It is our honour and privilege to provide them with the care and services they need."

"This is a very fulfilling job. All the team members are caring and friendly. The best part about working here is helping the residents live their best life."

In the next newsletter, we look forward to reporting on mobile care technology enhancements, including Nurse call systems and improved shared access to clinical care plans and communication.



Follow us on Facebook

Have you been following our Facebook page?

Here, we post stories and updates about what residents have been enjoying. Ask your friends and family to 'like' the page and they'll be able to see and comment on all the fun things we get up to.

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



Notice board

Birthday wishes!



Happy birthday to residents who celebrated birthdays in July, August and September:

Joyce, Shirley, Barry, Thelma Wendy, Marjorie, Dell, Charles, Neale, Colin, Martin, Moira, Colleen, Merle, Norma, Elva, John, Lesley, Estelle, Ethel and Joan.



What's a traditional backyard without some chooks?

Our two chickens, Ada and Ebony, are a familiar site in our courtyards.

You'll often find them wandering around the outdoor spaces, and they've grown especially fond of resident, Lesley. They follow her around like loyal little friends, and if the door is left ajar, they'll head straight for her suite to see what she's up to! Lesley lets the chooks out of their enclosure every morning and makes sure they have fresh seed and water.

We'd love to add to our brood. If you have a bantam chicken you'd like to rehome, please let us know.



Safety and quality in everything we do

Intrinsic Health's Physiotherapy team works closely with our Carers and Nurses to optimise residents' health and wellbeing. Here's how they described the partnership:

"We have total confidence in how the Care Team looks after residents. They are fantastic! They respond to any resident issues immediately and communicate with us constantly about resident care. My team and I find them to be very helpful and caring, and we all work together to achieve the best outcome for every resident."

Alex Edwards
Team Leader & Physio,
Intrinsic Health

Special events



Tues 20th Sept

Men's Club bus outing to Archer Park Rail Museum

Wed 5th Oct

Country Music Outing

Tues 1st Nov

Melbourne Cup Luncheon

Fri 11th Nov

Remembrance Day Service

Favourite moments



Farm visit



Art activity



Picnic in the park



Scooter time!



Ice cream sundaes



Meet Sneha



Our Registered Nurse with a passion for aged care

Originally from Nepal, Sneha came to Alexandra Gardens on a student placement while undertaking her Nursing degree. She quickly fell in love with aged care and was excited to accept a Carer role here while she finished her studies. We snapped her up as a permanent RN once she qualified.

What do you love about aged care Nursing?

I love talking to the residents and finding out about their life stories. I particularly like helping residents in our secure dementia house - I become so attached to them. Just by spending one-on-one time with them, I can find ways to communicate and keep them calm. I play country music on the ipad and we sing and dance together. I'm now a fan of Slim Dusty! I love that my role is more than only clinical tasks - it's about connecting with the residents.

How does PresCare support you to use your clinical skills?

Our Care Manager empowers me to make clinical decisions independently, but support is always there if I need it. This allows me to build a full understanding of the needs of the residents in my care, so I can respond quickly and with confidence.

What would you say to others considering a career in aged care Nursing?

I think the difference between a hospital setting and an aged care setting is that we really get to know the residents over time. We enjoy more responsibility and have more collaboration with a wider medical team. Caring for the older population is a very rewarding career.