

# Neighbourhood news

Our latest news and favourite moments

PresCare  
AGED CARE COMMUNITIES

Groundwater Lodge  
Yaralla Place

April 2024

## From the Manager

Rozina Hegarty



In this edition of Neighbourhood News, I'd like to formally welcome the new Manager of Groundwater Lodge, Jinto George. With continued investment from Apollo Care, PresCare Maryborough's two communities now soon have a combined capacity to care for 156 locals. This growth has necessitated appointing Jinto to manage Groundwater, while I continue to manage Yaralla. With two Managers on board, both communities will enjoy more resources and better support for residents and staff.

## From the Manager

Jinto George



Thank you for welcoming me to Maryborough. My first couple of months have been very rewarding as I've been getting to know residents, families, and our wonderful teams at Groundwater Lodge and Yaralla Place. It's exciting to join both PresCare and Apollo Care, and I look forward to welcoming new residents to the refurbished private suites in Bottlebrush household soon.



## Fish & Chips in the park

At PresCare Maryborough, we love supporting residents to get out and about in their local community. Sometimes it's the simple outings, like having fish and chips in the park, that mean the most, sparking reminiscing and connection.

*Groundwater Lodge residents recently enjoyed this very outing at Anzac Park. The bus trip was full of conversation and laughter, with residents participating in a hilarious karaoke session using the bus microphone.*

Once we arrived, residents enjoyed the open air and views of native trees as they reminisced about where they grew up, where they used to work, what they used to get up to as kids, and how things have changed around Maryborough. There were also stories of loved ones, new additions to families and shared interests.

Residents said the outing took them back to "the good old days" with resident Cole commenting, "Sharing fish and chips on a park table reminds me of family beach trips to Hervey Bay". Resident Daphne claimed, "These are the best fish and chips I've had in years!".

Outings like these feature in the Lifestyle Programs at both Groundwater Lodge and Yaralla Place, and residents are looking forward to more opportunities to socialise together in the wider community.

# 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 cloud-based 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.

## Amazing talent at Yaralla Place

*Resident Mary can often be found making gorgeous dolls that she gifts to family and friends.*

When she heard one of our Nurses, Dean, was getting married, she immediately got busy making a bride doll for her. Seeing Dean's reaction to the doll, Mary knew she had to make a matching groom! With staff helping her source just the right fabric, Mary completed the project in time for the wedding.



## The three things Mary loves most about her Groundwater Lodge home

1. The staff are always friendly, patient and understanding.
2. I have made many lovely friends since residing here.
3. I love the homely community. It feels like we're one big family at Groundwater Lodge.



## 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 below.



## Become a volunteer!



*We're looking for more volunteers to join our teams at Yaralla Place and Groundwater Lodge and make a real difference to residents' wellbeing.*

You can nominate your preferred activities and availability, and which community you'd prefer to attend.

For more inform, talk to our Lifestyle Teams. For Yaralla Place, call (07) 4120 5800, and for Groundwater Lodge, call (07) 4122 6800. Or email us at [jobsMB@prescare.org.au](mailto:jobsMB@prescare.org.au)

# Notice board

## Birthday wishes!

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

Patricia B, Lorraine C, Muriel S, Thomas D, Mary D, Peggy B, Hilka, Barbara, Colin S, Maria B, John K, Marguerite K, Elva H, Cathy M, Warren E, Kay T, Coral W, Bill S, Gerard D, Doug, Wendy R, Rob P, Ted, Carmel L, Leone F, Valeria K, Joe A, Ruth M, Marj C, Antonio N, Emily R, Jan O, Dianne M, Clive B, Colleen C, Stephen S, Esme D, Suzanne M, Michael P, Jessie O, Lillian C, Muriel G, Val M, Ian M, Patsy A, Jan H, Lorryne N, Michael B, Heather H, Brian D & Beatrice B - who is turning 101!

## Special events

**Wed 24th Apr** – ANZAC Day Bake Sale, Groundwater Lodge

**Fri 26th Apr** – Caring Clowns Concert, Groundwater Lodge

**Fri 10th May** – Mothers' Day High Tea, Yaralla Place

**Tues 11th June** – Side Show Alley, Yaralla Place

## Beautiful feedback from our families

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

"My husband, John, is very comfortable at Yaralla Place and he enjoys the social aspect of this community. He loves interacting with other residents, playing indoor bowls and being a part of the Mens' Group. I'm happy that he's happy!"

*Wife of resident*

## Welcome to Groundwater Lodge's new Lifestyle Officer, Hayley

*"I love building relationships with the residents and helping them in any way I can."*

I also enjoy getting to know their families. As Lifestyle Officer, my role is to design an inclusive Lifestyle Program that brings joy to residents and provides plenty of opportunities for connections, meaningful activities and, of course, fun!

It's so rewarding to be part of a team that is working together to enhance residents' physical, social and emotional needs."



# Favourite moments



Assembling Yaralla's new BBQ



Caring Clowns visit Yaralla Place



International Women's Day High Tea



Jinto & Patricia playing the piano



St Mary's students visit for a painting activity



## Staff Profile



Meet Georgina, our compassionate and highly trained Personal Care Worker

*Georgina joins us from the Solomon Islands where she was a qualified Registered Nurse for over 15 years. At Groundwater Lodge, she loves getting to know residents and creating a true sense of home.*

### **How did you come to work at Groundwater Lodge?**

Through the Pacific Australia Labour Mobility (PALM) Scheme, there was an opportunity for me to move here for four years as a Personal Care Worker in Aged Care. I jumped at the chance to help, so I could further my skills, support people in this regional community, and enjoy the Australian way of life.

### **What do you love most about your role and this opportunity?**

I love working with the elderly and helping them through such an important time in their lives. It truly makes me happy when they're happy, and I try my best to attend to their every need. Groundwater Lodge is a small, tight-knit community with very friendly people. We all work together to achieve together and we put the needs of residents first.

### **How does the leadership team support you?**

Jinto is a great Manager who I know I can go to at any time, and my colleagues are very helpful and supportive. We're all one team.

### **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, we will soon implement a new medication system, Best Med, that will mean we no longer need to interpret doctor's instructions or handwriting – it will all be there and easily accessible.

*At PresCare, we are using the PALM Scheme to complement our local recruitment efforts. This initiative is helping to reduce our reliance on temporary staff, which enhances consistency of care to residents.*



# PresCare Maryborough's 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 [infoMB@prescare.org.au](mailto:infoMB@prescare.org.au), fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located at Reception and entrance to each Household at Yaralla Place and at Reception and Lounges at Groundwater Lodge), 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 Maryborough received 37 items of feedback, including 23 compliments, 11 complaints and three suggestions.**

Compliments received were mainly related to the Lifestyle Program, care and services, with positive feedback also being received about catering and the friendliness of staff. Thank you for taking the time to recognise what we are doing well. The PresCare Maryborough team really appreciates it!

The complaints we received during the quarter mainly related to catering. Every complaint is logged and investigated, and serious complaints are escalated to Apollo Care's Chief Governance Officer.

We have made a number of improvements as a result of feedback received during the quarter, including engaging a Dietician to conduct an audit of our meal and dining experience along with recommendations, and implementing no-touch hand sanitisers and soap dispensers.

## PresCare Maryborough Church services

*PresCare Maryborough residents and their families are always welcome to join our Church services:*

- Yaralla Place Acacia Household – Mondays at 1.30pm
- Groundwater Lodge Chapel – Wednesdays at 9.15am

## Caring for the whole person

*At PresCare Maryborough, our Spiritual Care Program centres on the whole person.*

We work with the Lifestyle Teams and trained Volunteers to enhance the emotional wellbeing of residents. Regardless of beliefs, each resident is supported to design their own day, based on what is meaningful and important to them.

**Ken Mobbs**  
PresCare Spiritual  
Care leader



## Meet George

**Who's supported to continue his passion for gardening at Yaralla Place**

*George spent most of his working life outdoors as a surveyor and geologist. Always a keen gardener, he'd also spend lots of his spare time pottering around in his home garden.*

When George moved into Yaralla Place, he naturally gravitated to the outdoor spaces around our community. Enjoying the simple pleasures of a backyard, he'd pot cuttings, pull out weeds and water the lawn. He even needed to be reminded to come inside when it rained!

Witnessing how happy these gardening activities made him, the Yaralla team purchased a garden shed with pots and potting mix, garden tools like a rake and edge trimmer, and created an above-ground garden bed for George to use and tend to each day. He's loving these new additions that help make his time outdoors even busier and more enjoyable!

## More community stories



*Like to know more about daily life at PresCare Maryborough?*

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.

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



*And so does our lovely hairdresser, Sue-Ellen!*

At both Yaralla Place and Groundwater Lodge, residents can enjoy all the usual services, including wash, style cut, blow dry and set.

Appointments are available every Tuesday afternoon at the two communities on alternating weeks. Be sure to book in with a staff member.

We also run regular pampering sessions, including nail care, foot spas and hand massage. Talk to your Lifestyle Team for more details.