

Neighbourhood news

Our latest news and favourite moments

PresCare
AGED CARE COMMUNITIES

Groundwater Lodge
Yaralla Place

December 2021

From the Manager



Judy Fisher

Welcome to the first edition of Neighbourhood News – our quarterly newsletter. Thank you all for welcoming me in my new role. It's been a pleasure getting to know the residents and staff who make PresCare so special. I am also pleased to welcome some new team members who've joined us recently.

It's been an exciting time of change for our two Maryborough communities, thanks to the investments in governance, technology, recruitment, food service, staff culture and spiritual care by new owners, Apollo Care. Refurbishment plans are well underway for Groundwater, including restoring 30 private suites to operation. I look forward to welcoming new residents soon.

Together, we are striving to make Yaralla Place and Groundwater Lodge even better communities for our residents and staff, by providing compassionate care in welcoming environments that offer the flexibility and familiarity of home.

I wish you and your loved ones a very Merry Christmas and Happy New Year.



Resident profile



Edith Coogan, Groundwater Lodge

Born in Emerald, Edith moved to Groundwater from the nearby town of Biggenden. She starts every morning greeting one of her sons at the front door as he hand-delivers her the daily newspaper.

Her patio garden is a much-admired feature in our community. She spends a great deal of time out here, tending to her multitude of flowers, planting cuttings that she shares with her neighbours, and sitting and admiring the gardens.

Edith's other passion is sewing and her suite is filled with her sewing machine, all sorts of fabric, lace and decorations, and of course her amazing creations. She makes everything from nappy bags to wall hangings and even handy bags that fit over residents' wheelie walkers. Her family is very encouraging and supportive of her hobby. One of her daughters works in interior design and sends her fabric regularly, and her grandson custom-designed and built her special cutting table.

Despite recently celebrating her 90th birthday, Edith is no slouch when it comes to technology, using email to communicate with her friends and family. In fact, her family expects an email from her every single day and will let her know if she's running late!

She is a very involved resident at Groundwater and loves playing bingo, attending the sewing group and chatting with friends over a cup of tea.



An update from Apollo Care



A program of improvement. The transition to new owners, Apollo Care, has been positive for both PresCare communities and we are already seeing the benefits of the many investments being made. Here are some highlights:

Enhancing Groundwater Lodge and Yaralla Place: More than \$1.5m is being invested into returning Groundwater Lodge to its original country homestead feel. Refurbishments include upgrading the commercial kitchen and common areas, and returning 30 private suites back to operation. Yaralla Place will have an air-conditioning upgrade and a new staffroom.

Enhancing our food service: We welcomed our new Environmental Services Manager for Hospitality, Chef Louis L'ecluse, better known as Fab. He's busy improving menu options and quality and is actively seeking resident input and feedback.

Enhancing our Spiritual Care Program: PresCare's ex-CEO, Wayne Knapp, is developing our new Spiritual Care Program that aims to enhance the wellbeing of residents through a volunteer program, pastoral care and connections to community organisations. Interested residents will soon be able to enjoy more social and spiritual support and companionship through this program.

Enhancing technology: Apollo Care is investing in technology to further improve the efficiency of our care teams. Significant IT upgrades are happening at both communities, including a state-of-the-art Nurse Call solution and future plans include the introduction of mobile devices for our team for instant access to resident care plans and information.

Enhancing our team: We've welcomed new staff in a variety of roles and will continue recruiting as needed. We've also launched Apollo's award-winning staff culture program that supports us to work together to put residents first (read more on page 6).

Enhancing our Lifestyle Program: A plan is in place to have our bus fully operational again by early 2022 ready to take residents out and about.

A heartfelt welcome to our newest team members:

Mark Valentine, Rhonda Verstandig and Joeanna Faulkner join our Care Team, Steven Nunan is our new Maintenance Officer, and Judith Partridge will soon start as Administration Officer.

Christmas is a wonderful time when friends and family come together. May God give you His love and peace as you celebrate this Christmas, and may you cherish Christ in your heart.



Ken Mobbs,
PresCare Spiritual Care leader



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

Notice board

Birthday wishes!

Happy Birthday to residents who celebrated birthdays this month.

We hope Ken Kidney, Kathleen Fouracre, Lorna Walker, Janette Hunt and William Witherington enjoyed their special day!



Special events

Thu 9th Dec	Grevillea House Christmas Party
Fri 10th Dec	Acacia House Christmas Party
Tue 14th Dec	Banksia House Christmas Party
Sat 25th Dec	Christmas Day
Sun 26th Dec	Boxing Day
Fri 31st Dec	New Years Eve



Christmas Party Lunch Menu



Entrée

- Prawn Cocktail
- Cheesy Vol Au Vent
- Savoury Crepe roulades with Smoked Salmon Mousse

Mains

- Soft Bread Roll & Butter
- Honey Glazed Ham
- Roast Turkey & Cranberry Sauce
- Roast Pork, Apple Sauce & Crackling
- Roast Potatoes, Pumpkin & Sweet Potatoes
- Mixed Greens
- Gravy

Dessert

- Mango & Peach Trifle
- Berries & Passionfruit Pavlovas
- Plum Pudding & Custard
- Profiteroles

"The food at the Grevillia Christmas party was awesome, as were the staff. So congratulations. We were impressed!"

Daughter of respite resident



Manager profile



Judy Fisher, Our Residential Service Manager

Judy joined PresCare in August 2021 as Residential Service Manager for both Yaralla Place and Groundwater Lodge.

She brings over 35 years' experience working in the aged care sector and is highly respected for her caring nature, professionalism and leadership abilities. Starting her career as a Nurse, she lived in England, Canada and Wagga Wagga before settling in Hervey Bay 24 years ago. Well and truly a local now, Judy is deeply connected with Maryborough and the Fraser Coast region.

What do you love most about managing Yaralla Place and Groundwater Lodge? The opportunity to provide a caring and welcoming environment for residents where they receive high-quality clinical care. I also love supporting our wonderful team. I believe that work should be enjoyable, and it makes me happy to see our staff so motivated and positive.

What do you think makes these communities so special? Each community has a different feeling. Yaralla is more central and there's always something going on, while Groundwater has a relaxed, peaceful country atmosphere. What unites them is how our team makes everyone - residents, their families, visitors and contractors - feel so welcome.

Why do you think Yaralla and Groundwater feel like home? There are so many ways residents are supported to maintain their independence, familiar routines and important connections to loved ones. It's our role to make sure they can keep doing the things they enjoy with the right support to keep them safe. Every day, I experience how our communities are full of kindness and respect.

Fun Facts

Favourite pastime: Gardening and spending time with my grandchildren

Favourite food: Oysters natural

Reading or tv: I like both. I enjoy BBC dramas and always have a book on the go. My favourite genre is psychological thrillers.

Favourite way to relax: Jigsaw puzzles

If you could travel anywhere: Japan

Favourite childhood memory: I love all my childhood memories. I grew up in the country town of Gundagai in New South Wales and am the youngest of 6 brothers and 1 sister. Remembering summer afternoons swimming in the Murrumbidgee River always makes me smile.



Introducing our Therapy Dog, Khaleesi (pronounced Ka-lee-si).

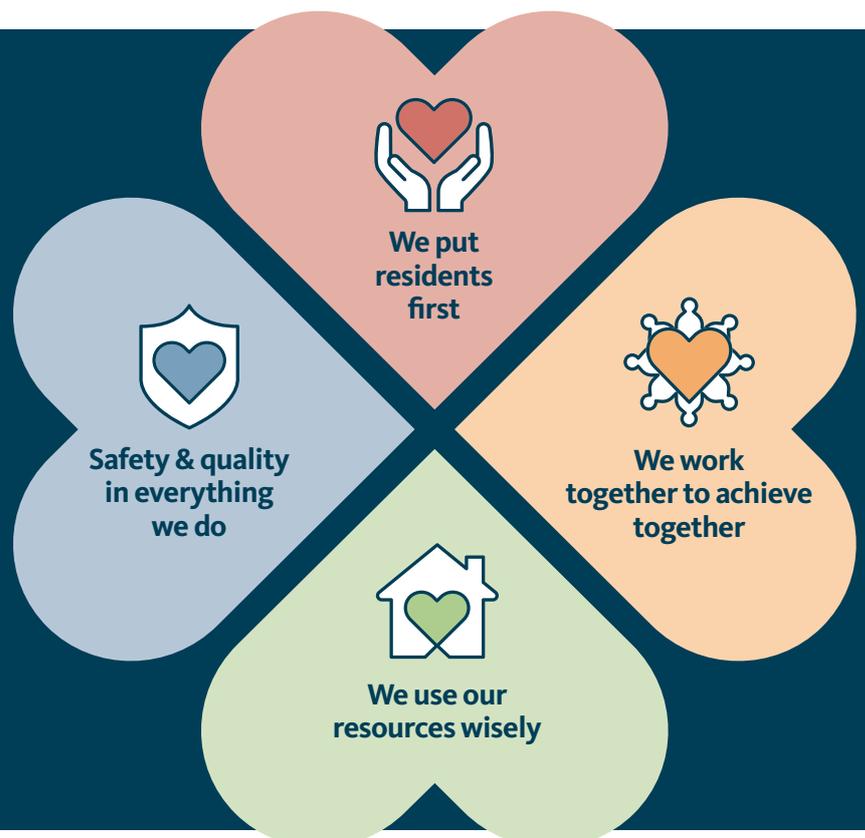
Soon after I was adopted by my Mum, Julie Ham, I started to go to work with her at an aged care community in Yeppoon. I quickly became a favourite with residents and staff alike and found that I had a special talent for making people smile. So, I became a Therapy Dog!

When Mum started working at Yaralla Place, I of course had to come, too. I couldn't bear not being around people all day and I would have missed all the pats, ball games and cuddles terribly.

I have so many outfits that I even need my very own wardrobe. My tutus are simply divine! I don't like dry food in the slightest, but I do enjoy treats, especially cake.

I just love everyone here so much and feel very blessed that my cute little white face brings a little joy to every day. Thank you to all the residents and staff for making me feel so welcome.

At PresCare,
we support older
Australians to
live their way
with grace
and dignity



Favourite moments



Residents' Christmas Party



Family Christmas



Chaplain Wayne's Retirement Party



Best Dressed Filly



Hawaiian Day



Best Dressed Colt



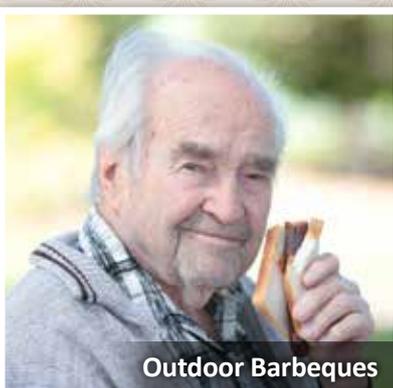
Welcome to Chef Fab



Residents' Christmas Party



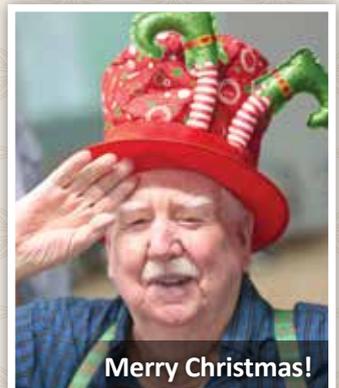
Christmas Party



Outdoor Barbeques



Melbourne Cup



Merry Christmas!