

# Neighbourhood news

*Our latest news and favourite moments*



**Tenterfield Care**  
AGED CARE COMMUNITIES

April 2024

## From the Manager



**Kaz Roebuck**

*Thank you for welcoming me to Tenterfield.*

My first couple of months have been very rewarding as I've been getting to know residents, families, and our wonderful teams at Haddington and Millrace. It's exciting to join both Tenterfield Care and Apollo Care, and our communities are already benefiting from Apollo Care's expert support across recruitment, compliance and technology systems.

Our brand refresh has been well received by all, and this is the first edition of our new-look newsletter that we've called Neighbourhood News.

As our capacity to care for Tenterfield local grows with the imminent opening of a new household at Haddington, we're looking for new members to join our team in a range of roles. Some positions don't require qualifications. If you know someone who might be interested, please ask them to get in touch with us.



## Residents embrace the joy of crafting

*Our regular crafting sessions are a great way for residents, like Kath and Fay, to socialise with friends and share in a meaningful activity.*

"I love coming together for our craft sessions. We do the usual knitting and crocheting which I love, but we also do beading, painting and other seasonal activities for things like St Patrick's day, Easter and Christmas," says Kath.

"It keeps me occupied and I always look forward to coming along. I especially enjoy crocheting hand towels and face cloths for family members."

Fay agrees. "It's nice to spend time together. I really enjoy the company and the conversations. Catching up on what's been happening and sharing stories of our families – we have a good laugh. Our group of ladies keeps growing, so the staff moved tables together so we can all sit together."

"While we mainly create things for our family, some of us enter our work in the craft section at the annual Tenterfield Show. In the last year, I've made four blankets which I've gifted to my family. It brings me so much joy seeing the smiles on their faces when they see what I've made for them".

## 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.



### The three things Rita loves most about her Millrace home

1. The lovely friendships I've made with my neighbours.
2. The strong sense of community here.
3. The way the staff care for us so beautifully.



### Family always welcome!

*At Tenterfield Care, we love helping residents stay connected to their loved ones.*

We're lucky to have so many welcoming indoor and outdoor spaces where residents can enjoy spending time together with their family and friends. Whether it's a casual morning tea in one of our courtyard spaces, a special celebration in our private dining room, or just a cuppa and chat in a cosy lounge room, visitors are welcome any time!

## Haddington Stage 1 extension almost complete

In exciting news, the construction works for the Stage 1 extension are nearing completion, and we look forward to opening this new Household, complete with 15 new private suites, soon so that we can care for more Tenterfield locals. Our building team will then move on to completing Stages 2 & 3. We thank everyone for their patience during this period as we strive to make Haddington an even better place to live and work.

## 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 in each lounge room), and place in the mailbox outside the Manager's office, 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 and clients by scanning the QR code on the right.





# Notice board

## Special events



**Thurs 23rd  
May**

Cancer Council's Biggest Morning Tea, Haddington

**Sun 12th May**

Mother's Day Family Lunch and Pamper, Haddington & Millrace

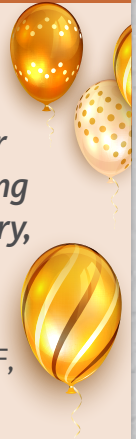
**June 10th**

Kings Birthday Morning Tea, Millrace & Haddington

## Birthday wishes!

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

Ian, Robert, Paul, Teenie, Margaret F, Sandra, Gary, Col, Norma O, Murray, Jill P, Terrina, Annette, Margaret B, Neville, John R, Rita, Elaine S, Norma W & Marie W.



## Our Mother & Daughter team

*"Working at Tenterfield Care is rewarding in so many ways. We love serving our community, caring deeply for the residents, and the way our incredible team unites to support each other and put residents first."*

*"It's lovely coming to work each day knowing we're making a positive difference."*

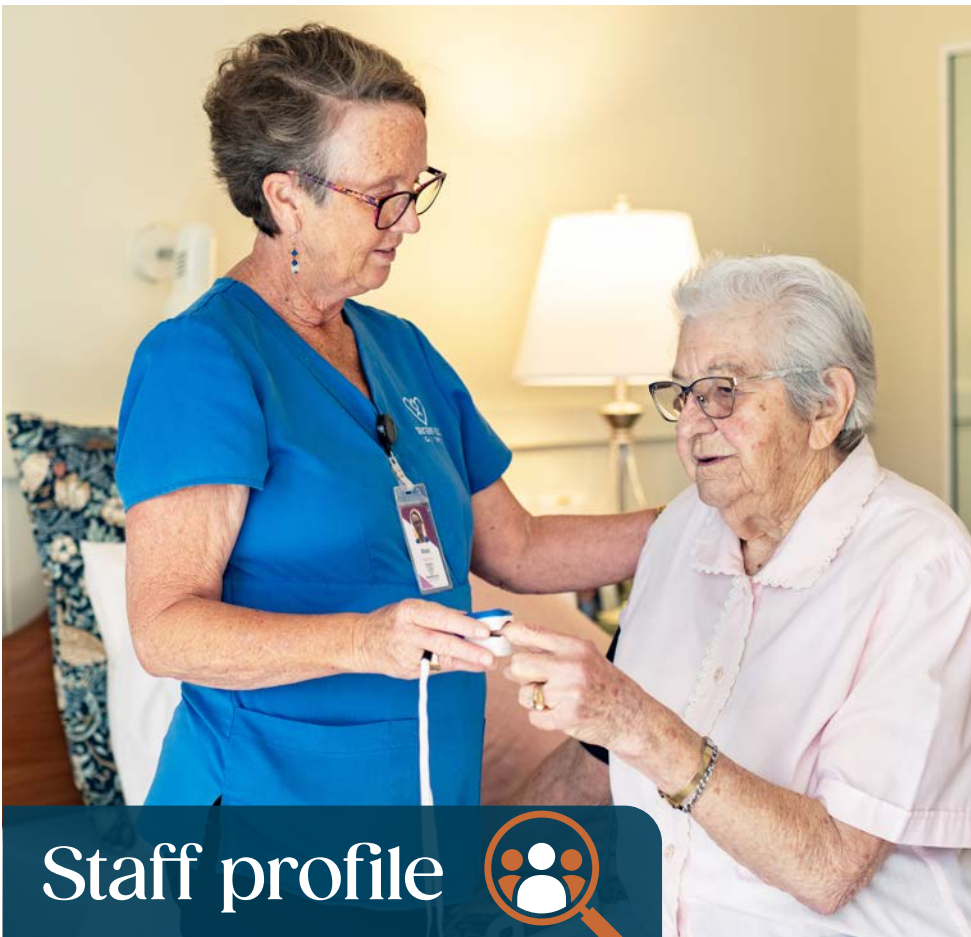
Personal Care Workers, Emily and Leigh

## Beautiful feedback from our families

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

*"Our family is grateful for the attentive and compassionate care our Dad received at Millrace. It was comforting to know he was so well cared for and he loved his surroundings and his room. Thank you to all the staff for your dedication."*

The Saccon Family



## Staff profile



Meet Fran – our compassionate and attentive Enrolled Nurse

*Fran joined our team more than 10 years ago, working in various roles before becoming an Enrolled Nurse in 2018. Known for her caring nature, she focuses on making residents feel at home.*

### *How did you come to work at Tenterfield?*

I wanted a job that was meaningful – one where I could give back to the community. Initially, I worked in Environmental Services until a Carer position became available and then I jumped at this! I'm now an Enrolled Nurse but I believe having experience in these varied aspects of aged care helps me do a better job all-round.

### *What do you love most about your role?*

I love listening to resident's stories – they've lived the most incredible lives. And I love that I can help brighten their day, even by doing the smallest thing. For example, I noticed the water in a resident's bird bath was getting low, so I topped it up and now the birds are coming back to her window and she chats to them. It's little things like that that can make a big difference.

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

We're like one big family. I'm always observing residents closely to see how they're going and if I notice anything different, I talk to the Nurses and Carers and we all work together to monitor and make any necessary changes. We're all focused on ensuring residents receive the best care possible.

## Favourite moments



Afternoon tea at the Royal Hotel



Arrajay Farm Visit



Delicious Morning Teas



Visit from the Mounted Police



Picnic at Bald Rock

# Tenterfield Care'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 [enquiries@tenterfieldcarecentre.org.au](mailto:enquiries@tenterfieldcarecentre.org.au), fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located in the South Lounge at Haddington and at the Activities Desk at Millrace), 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, Tenterfield Care received 34 items of feedback, including 10 compliments, 20 complaints and four suggestions.**

Compliments received were mainly related to care and services, with positive feedback also being received about maintenance. Thank you for taking the time to recognise what we are doing well. The Tenterfield Care team really appreciates it!

The complaints we received during the quarter mainly related to catering and cleaning. 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 making light meals and snacks (e.g. sandwiches and fruit) available for residents outside of mealtimes to enhance flexibility.



## Taking residents back to their farming days

*Creating time and space for meaningful activities is an important part of the Tenterfield Lifestyle Program.*

We love helping residents maintain their valued family and community connections, so recently we explored the agricultural plot at Tenterfield High School.

This experience brought back many fond memories as residents were able to relive their rural heritage by getting close to livestock, including cattle and sheep.

Residents spent time reminiscing about farm life and sharing stories with the students about their farming backgrounds. Enjoyed by all, it was a lovely way to bring two generations together.

## Congratulations to our Maintenance Team!



*The Maintenance Team at Tenterfield Care has been nominated for the You are ACE! recognition program in the Teamwork category, run by the Aged & Community Care Providers' Association (ACCPA).*

The Team, led by Clay Blyth, has been essential in ensuring the safety and comfort of residents, particularly during bushfire threats. Their tireless efforts contribute significantly to the daily lives and wellbeing of residents. This nomination recognises the crucial role of maintenance staff in our aged care communities.



## More community stories

*Like to know more about daily life at Tenterfield?*

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 do our lovely hairdressers, Jess and Nikki!*

At Haddington, Jess is available for appointments every Wednesday, and at Millrace, Nikki comes every Monday.

At both communities, residents can enjoy all the usual services, including colour treatments, wash, style cut, blow dry and set. To make an appointment, be sure to book in with either the Care or Lifestyle Teams.