

Neighbourhood news

Our latest news and favourite moments



Nanyima
AGED CARE COMMUNITY

October 2024

From the Manager



Bien Stirling

I'm delighted to welcome you to another edition of Neighbourhood News.

As you'll see, Nanyima continues to be a valued part of our region, enjoying strong connections with families, locals, community groups and other aged care communities. Residents and staff welcome and foster these connections, and we especially thank the kind donations from the local businesses who supported our Cent Sale.

The article on page 2 outlines the new technologies we have recently implemented to improve the care experience for residents. In addition to these new systems, Nanyima will also soon roll out further technology systems, including a software solution called Simple Foods. This will enhance the meal ordering experience for residents who can view enticing images of the choices on offer from our seasonal menu.



Nanyima's famous Cent Sale does it again!

This annual tradition is much anticipated by residents and the community. Family members, as well as residents and staff from other aged care communities in Mackay, are invited join in the festivities, and what fun we had at this year's event!

Spirits were high as the prizes were drawn, many of which were donated by local businesses and residents' families. Adding to the bounty of goodies were beautiful plants, proudly potted by the residents. Everyone enjoyed a delicious homemade morning tea carefully prepared by our dedicated volunteers.

Tanya, Lifestyle Lead, said the event is always a popular part of the Lifestyle Calendar, with the money raised used directly to benefit residents.

"This year, we're using the funds raised to put towards a special event later in the year. I won't reveal too much just yet, but we're looking forward to welcoming some very cute visitors!" she said.

Our gratitude goes to Mirani Meats, Mirani Pharmacy, Kidney Foundation OP Shop, Gargett CWA, Bidfoods, Coll Plumbing, Noy Electrical, Kookaburra Store and Vegies Unlimited for their generous support and donations. And a special thank you goes to the residents, staff, volunteers and family members who ensured the event was fun and successful!

Investments in technology enhancing resident experience



Nanyima has successfully implemented a number of new technology systems over the past few months.

These technologies include Telstra Health Resident Manager and Clinical Manager which help streamline our admission process and clinical documentation, enabling more efficient management of resident records and care plans.

We have also implemented a new medication management system, called Best Med, that saves doctors and staff time, and further streamlines resident care with electronic scripts, ordering and charting.

Our newly implemented Rauland Nurse Call system enhances resident safety by providing real-time alerts for faster response times. This high-tech solution also improves communication between staff and residents.

These technology advancements are part of Apollo Care's overall strategy to deliver efficiency, more personalised and timely care to residents, and enhanced team collaboration and communication. By enabling our care team with advanced technologies, we free up more time for them to focus on what's most important – caring for residents.

Family always welcome

At Nanyima, 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 stroll through our gardens, joining in the activities or holding a special celebration, visitors are welcome any time!

Resident Kathleen's loved ones recently got together for a special family reunion at Nanyima. It was delightful to observe how much joy this visit brought Kathleen as they all shared stories and laughs.



More community stories

Like to know more about daily life at Nanyima?

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.

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
4. Complete a short Care Rite survey about the wellbeing of residents and clients by scanning the QR code above.



Notice board

Special events



Thurs 31st Oct	Halloween morning tea
Fri 22nd Nov	Volunteers Thank You morning tea Mirani Pharmacy Christmas pop up shop
Fri 13th Dec	Christmas craft and cake stall
Fri 20th Dec	Christmas Carols



A special day out with friends

Excited by the prospect of seeing migrating whales, several residents recently enjoyed a special sightseeing drive around Slade Point and Lamberts Beach.

The area offers stunning, panoramic views where we tried to spot any whales breaching in the waves.

Although they didn't show this time, the beautiful day more than made up for it. The cheerful group, including volunteers, staff and children, enjoyed a delicious lunch overlooking the beach at the Seabreeze Tavern.

Beautiful feedback from our families



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

"A big thank you to the team at Nanyima for all the love and care you gave our Dad. Your kindness made his days happy and comfortable and it was greatly appreciated."

Resident's family



Become a Volunteer

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

You can nominate your preferred activities and availability. For more info, talk to our Lifestyle Team: call (07) 4959 1575 or email admin@nanyimacare.com.au

Favourite moments



A floral extravaganza



With the arrival of Spring, residents at Nanyima were excited to participate in the popular annual two-day Orchid Event organised by the Pioneer River Orchid & Plant Association.

Each year, the Association sets up a special display of orchids and other plants for the residents to enjoy and invites them to participate in demonstrations and discussions. This year, the tables were laden with the colourful plants, and we learnt how to grow African Violets from cuttings, and how to look after Orchids to ensure stunning floral displays.

Residents agree that this Orchid Event is a wonderful opportunity to get our hands dirty and learn from the experts. A big thank you to the Pioneer River Orchid & Plant Association for putting this on for Nanyima.



Pet therapy



Alfresco lunch



Lunch at the Seabreeze Tavern



Cent Sale



Some young volunteers



Cent Sale



Reminiscing with fabric



Nanyima's Quality & Safety Report

Apollo Care is committed to using best-practice care 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.

October 2024 update: Incidents & Hazards

Apollo Care monitors incidents and hazards closely to ensure a safe work environment for staff and a safe care environment for residents. In this newsletter, we are focusing on falls and major injury.

Resident safety and wellbeing are our top priorities, however, we understand that risk is a part of everyday life.

We support residents to live life their way, even if some personal choices may involve a degree of risk. This is called dignity of risk. While we do everything possible to identify, assess and minimise any chance of falls, we aim to do this in a way that

balances a resident's wish to be independent and mobile. We work with residents and their loved ones to ensure everyone understands any risks so they can make informed decisions.

Focus areas: Falls

In the January – March 2024 quarter:

28% of residents experienced one or more falls (3% below the national average), and 0% of residents experienced a major injury from a fall (2% below the national average).

In the April – June 2024 quarter:

25% of residents experienced one or more falls, and 2% of residents experienced a major injury from a fall. (National comparison data is not yet available.)

Continual improvement

Our continuing commitment to falls prevention includes reviews by an occupational therapist, regular exercise classes and a walking program, the installation of sensor mats where required, and the implementation of a continence management program where required.



Staff profile

Meet Care Manager, Pam, who loves supporting residents and their families

Pam, who has a background in neuro-medical and neuro-surgical nursing, returned to work at Nanyima after retiring a few years ago, and we're so glad she did!

What do you love most about your role?

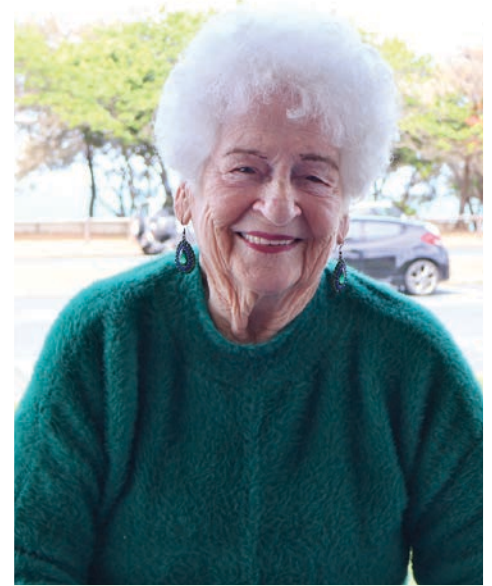
I love getting to know the residents and their families and finding solutions to support their individual needs. It's satisfying being able to draw on my considerable experience to help them.

Why do you think Nanyima feels like home?

Nanyima has been part of the small Mirani community for over 30 years. Many residents have lived their whole lives here and it's so important that they can remain living locally as they age. It's special to see staff caring for residents that they've known since childhood. This deep community focus means we take extra good care of each other. And, it's fun to reminisce with the residents.

How do you make a positive difference to the residents?

I try to spend as much time as I can with residents, so they know I'm there to support them and their families. I recently started a Family Support Group and it's heartwarming to see families of residents build connections. It's another example of how we create a caring, homely environment.



The three meals Gloria loves most at Nanyima

- 1 Chef's very tasty steak and kidney pie – I always look forward to it.
- 2 The chicken curry – it looks and smells delicious!
- 3 Grilled chicken breast with hollandaise sauce – I have no idea how the Chef makes it, but it is something special.

Feels like family

Nancy, Personal Care Worker and Roster Officer, has been working at Nanyima for over 10 years and loves the teamwork and collaboration between departments to achieve common goals, provide holistic care and ensure residents feel at home.

"I love working at Nanyima. With most of the staff and residents being local, there is such a strong sense of family and community."