

# Neighbourhood news

Our latest news and favourite moments

PresCare  
AGED CARE COMMUNITIES

Alexandra  
Gardens

September 2024

## From the Manager

Sandra Thomson



Teamwork and community partnerships are critical success factors at Alexandra Gardens as we continue to focus on resident-centred care and implement improvements.

GPs are visiting residents every fortnight and families are invited to be present during these consultations. We've also introduced regular visits from an Audiologist for hearing assessments and treatments, enhanced cleaning and hand hygiene products, and two new kitchenettes.

A new software solution, called Simple Foods, is enhancing the meal ordering experience for residents who can view enticing images of the choices on offer from our seasonal menu. Our cook-fresh food service provides a choice of two hot meals at every meal, as well a selection of light meals on request.

The Frenchville Sports Club has invited us to make another submission for their Community Partnership Program, and we continue to offer RN placements to students from Central Queensland University.



## Joining forces with Coles and Hummingbird House to make a difference

*Residents have been using their creative skills for good, donating hundreds of their knitted teddy bears for the 2024 Coles Appeal.*

The bears are sold for \$4 each at the local Coles stores, and all funds will go to Hummingbird House, a charity that supports families and children living with life-limiting conditions.

To date, residents have donated over 180 bears to this appeal and they take great pride that their efforts are helping families make every moment precious, when time is short.

As Queensland's only children's hospice, Hummingbird House provides specialised paediatric palliative care services to over 5,700 babies, children and young people, giving families a home away from home.

Alexandra Gardens residents have been knitting bears for the last several years and love getting together to knit, sew them up and add faces or other special finishing touches. In addition to the bears donated for the Coles Appeal, they recently donated 200 bears to the Ambulance Services and have given many more to the women's shelter and local hospitals.

The bears are a colourful reminder of the difference individuals can make.



## Enhancing our shared spaces

*Alexandra Gardens will press go on an order of new furniture designed to enhance the comfort of residents.*

The furniture upgrade includes new dining tables and chairs, loungeroom chairs, coffee tables and side tables in both Gardenia Household, and our Memory Support Household, Azalea.

In close consultation with residents and families, the furniture colours and patterns are being carefully selected to add homely touches to these shared spaces. This is part of Apollo Care's gradual program of enhancements to our community.

## Family always welcome



*At PresCare Alexandra Gardens, 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, Moira, and her family recently celebrated her 94th birthday in style. With the staff's help, the lounge next door to her room was festooned with balloons carrying special messages from her great, great grandchildren, and Moira and her family enjoyed chocolate cake, delicious treats and lots of lively conversation together.



## More community stories

*Like to know more about daily life at Alexandra Gardens?*

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 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 4 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.



# Notice board

## Special events

**Wed 2nd Oct** Mad Hatter's tea party

**Wed 9th Oct** Pottery workshop with Rockridge Creations

## A special day exploring the past



*Residents recently enjoyed a very special day at Cockscomb Veteran's Bush Retreat at Mt Wheeler, Cawarral.*

They were greeted by friendly dog, Ruby, who joined them for morning tea on the deck before they explored the extensive grounds and museum packed full of artefacts, photos and stunning murals. Resident Harry found the wall of photographs of young soldiers who died during World War I particularly poignant and had him reminiscing about living through World War II in Holland, where he got to be a fireman for a day.

"Towards the end of the war, our grocery store had run out of supplies and the supplier was out of town and had lost all their transport. I had a bike and trailer, but we knew anything with wheels would be pinched, so we came up with a clever plan. I borrowed a fireman's uniform from a loyal customer. Although it looked a little odd because he was short and I was tall, the plan worked. Because I was in uniform, I wasn't stopped by the Germans and was able to get the supplies for our grocery store!"

## Beautiful feedback from our families

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

"A huge thank you to the team at Alexandra Gardens for their wonderful effort and presentation for Mum's 102nd birthday. You are very special people and make such a massive difference to the wellbeing of the residents. Thank you!

*Resident's daughters*

## Birthday wishes!

*Happy birthday to residents celebrating their special day in May, June, July, August & Sept:*

Dulcie B, Gwen B, Eunice R, Merlene H, Harold W, Sandy W, Noel H, David E, Beverley W, David Murdock, Beverley G, David Morrison, Alan R, Ron C, Shirley M, Wendy C, Barry C, Noela C, Hazel C, Margaret G, Thelma M, Gladys Burge, Wendy W, Fae P, Marjorie R, Dell H, Margaret F, Neale F, Margaret S, Fred H, Moira M, Maree W, Merle C, John C, Lesley O, Raymond C, Coral R.

# Favourite moments



## Enjoying lunch together in the gardens

*Memory Support residents from Azalea Household recently enjoyed a delicious picnic lunch together in the beautiful Kershaw Gardens.*

The group, accompanied by Pastoral Carer, Neil, and AIN Care Worker, Alisha, first stopped at Banjo's Pies to order their pies and some sweet treats before being taken to the Gardens. They strolled through the garden before settling in the shade to enjoy their lunch.

"It was a wonderful outing" said one of the residents. "The pies and donuts were really tasty and it was such a treat to enjoy them outside in the gardens, with our friends".



Bus trip to Mt Morgan dam



Visit from Federal Member, Michelle Landry



Alfresco BBQ lunch



Visit from Southern Cross Family Day Care



Marjorie turns 102!



Fish & chips at Emu Park



Coral and Geoff celebrate their anniversary



Ethel turns 90



# Alexandra Garden'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.

## **September 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 area: falls**

#### **In the January – March 2024 quarter:**

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

#### **In the latest April – June 2024 quarter:**

26% of residents experienced one or more falls, and only 1% 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 daily and weekly exercises lead by a physiotherapist, and regular intentional rounds by RNs who assist staff to identify and reduce falls risks. Our physiotherapy team has commenced weekly training sessions for staff on falls prevention and in June, a 65% reduction in falls was achieved.



## Staff Profile



**Meet Nurse Lily, who loves being a helping hand for the residents**

Lily joined Alexandra Gardens three months ago and is enjoying making a difference in our community every day.

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

I enjoy being a helping hand for those who have lived their lives with dedication. Also, I spend a lot of time away from my parents and I miss them. The residents at Alexandra Gardens remind me of my parents, making me feel at home.

### ***What is your favourite part of a day?***

I love helping the residents prepare for bed. They make me feel comfy and I like to make them comfortable too. It's a special time where I can share my stories and listen to their stories about their families or when they were young.

### ***Why do you think PresCare Alexandra Gardens feels like home?***

Every team member treats the residents like family or friends here, which is so lovely to see. We all work together to make this community welcoming and homely, so residents feel they belong.

### ***What inspired you to pursue a career in aged care?***

Working in aged care gives me a sense of purpose and meaning. Knowing that I am making a resident's day better is deeply rewarding.

### ***What would you say to other people considering working in aged care?***

I strongly recommend it. The satisfaction, sense of accomplishment, and happiness it brings me makes it so worthwhile.



## Three things I love

***The three meals David enjoys most at Alexandra Gardens:***

- 1. Chef Robyn's special crumbed steak and vegetables***
- 2. The chicken schnitzel – it's crispy, golden brown and absolutely delicious!***
- 3. Savoury mince on toast – it's full of flavours that remind me of home.***

## I love making a difference

***Chef Robyn has been supporting the residents of Alexandra Gardens for 19 years.***

"I love preparing delicious, nutritious food for the residents and adding special touches that bring joy and a sense of home. Mealtimes, naturally, are a favourite time of the day for me and very social occasions.

It's wonderful interacting with the residents and seeing them connect with each other over meals. Their wit and banter brings the room to life."