

Neighbourhood news

Our latest news and favourite moments

PresCare
AGED CARE COMMUNITIES

Groundwater Lodge
Yaralla Place

April 2022

From the Manager



Judy Fisher

Despite two floods and Covid-19, I have been truly inspired to see how staff, residents and families have pulled together during such a challenging start to the year.

Congratulations to every member of the PresCare team for their hard work and dedication in putting residents first. Staff at Yaralla Place deserve a special mention for successfully containing the Covid outbreak in February, drawing praise from a senior practitioner at Hervey Bay Hospital (see page 3).

There's lots to report on Apollo Care's enhancement program. At Yaralla, the air-conditioning upgrade is underway, and security improvements are being made to the front gates. At Groundwater, the refurbishments are starting soon, and everyone is excited that our bus will soon be back on the road.

In the last three months, we've been delighted to have welcomed 14 new staff members to our communities across a range of roles.

In June, we look forward to celebrating Apollo's one year anniversary as operator of PresCare.



Resident profile



Meet Margie – our very own Vegemite Kid

Margie was born in 1923 - the same year Vegemite was invented. At 98 years old, she credits a daily serve of this iconic spread, as well as a wholesome country upbringing, for her sprightly energy and positive outlook!

Margie met the love of her life, Ronnie, when he came to do some work on the family property at Pine Hill, just near Maryborough. Their courtship was interrupted by the war, but they married soon after he returned and enjoyed a long, happy life together raising their five children in the local area. Sadly, Ronnie passed away last year aged 99, two days before what would have been their 75th wedding anniversary.

Margie now lives in Grevillia House at Yaralla Lodge and says she feels right at home in this country-style community.

"I'm so happy to be here. I don't have to worry about a thing, and there's lots to enjoy, especially dancing – I dance as often as I can! I love my daily walks and playing games and quizzes with my neighbours. I'm grateful for every single day here. Everyone is so good to me."

Her former neighbour, Jan, also resides at Yaralla Lodge and they still enjoy a chat and a laugh - just like they used to over the back fence. And Margie of course still loves her vegemite on toast!



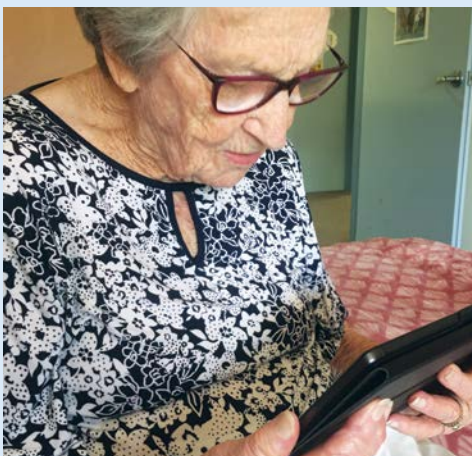
Head Chef Fab is making big changes to meal service

Fab has been working hard on a program of improvements that's focused on quality, variety and flexibility. Residents are now enjoying more meal options, more fresh and seasonal ingredients, and more choice over when and where they enjoy their meals.

Fab loves visiting the dining rooms to ask residents what they'd like to see on the menu, and not surprisingly, country classics are high on the request list! A favourite part of his role is seeing how beautifully prepared food can make their day more special.

So, what's in the pipeline with meal service at Yaralla and Groundwater? Residents will soon enjoy an improved dining room experience with new tablecloths, serviettes and crockery, and we're welcoming another qualified chef to join our team. Fab is also reintroducing regular Food Focus meetings to give residents even more say in the menu design. Most exciting is the major refurbishment of the kitchens at Groundwater and Yaralla planned for the second half of this year.

Technology keeping residents connected to loved ones



One of the most difficult aspects of the pandemic is having to restrict visitor access to our communities.

Should this happen, we encourage loved ones to keep connected through our remote visits program. Families can arrange a FaceTime or Zoom call with residents by speaking with a staff member.

Read the full stories



Visit our website to read the full stories covered in this newsletter.

And follow us on Facebook to keep up-to-date on more news from Yaralla Place and Groundwater Lodge.



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 at Reception and each Household), and place in the 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 in January, February and March:

Coral L, Nerida, Joy, Kay, Coral W, Audrey, Bill, Doug, Rob, Ruth, Marj, Jan, Delma, Stephen, Es, Keith J, Pat, Lorraine, Joe F, Ron, Cathy, Keith T and Joe A.

Special events

| | | |
|--------------|-----------------------|---|
| Fri 15th Apr | Good Friday |  |
| Sun 17th Apr | Easter Sunday |  |
| Fri 22nd Apr | ANZAC Day Service | |
| Mon 25th Apr | ANZAC Day | |
| Fri 6th May | Mother's Day High Tea | |

"Easter is one of the most joyous occasions of the year because it reminds us that God loves us so much, he sent his only Son to save us. May this Easter be joyous for you and your loved ones, as you celebrate the Good News of Jesus Christ."

Ken Mobbs,
PresCare Spiritual Care leader



Safety and quality in everything we do

We were thrilled to receive this feedback from a senior practitioner at Hervey Bay Hospital about how our staff handled the recent Covid-19 cases at Yaralla Lodge:

"PresCare was able to gain control soon after the first positive case was detected. They were engaged with Queensland Health, monitored their positive residents as required, and escalated any concerns as per established protocols. Overall, we were very happy with how they dealt with the outbreak, and I am confident in their ability to minimise any future outbreaks based on their performance."

Sarah Leak,
Nurse Navigator,
Wide Bay Hospital
& Health Service



Meet Mel – who loves keeping family together



Mel's children

Mel Nunan is our Support Services Team Leader, overseeing the day-to-day operations of meal service, laundry and cleaning at both Maryborough communities. Mel knows first-hand the importance of family connections, with her husband and three children also fixtures here at PresCare.

What do you love about what you do? I was raised by my grandparents who taught me to respect my elders. My Grandma was a resident at Yaralla and now I love being a part of these two special communities and getting to know residents' stories and favourite routines.

How do you support residents to maintain connections to the people they love? All of us at PresCare do everything we can to encourage and support residents to have friends and family visit whenever they can. Whether it's a birthday party, just swinging by for a cuppa, or bringing the family pet in for a visit, we love to welcome them.

How is your own family involved at Yaralla Place and Groundwater Lodge? My husband, Steven, is the Maintenance Officer here, and my children, Caleb, Hope and Finn come in before and after school every day.

What do your children do when they visit? They love interacting with the residents, helping with the activities and setting the dining room for meals. It makes them feel good knowing they are doing something to help others.

How do the residents respond when your children visit? They light up! They all wave and smile at them. It makes me and my husband feel so proud that our three kids are connecting with residents and learning respect.

We asked Caleb (10), Hope (9) and Finn (6) what they love about visiting Groundwater Lodge:

Caleb said: "I like looking after the quails and helping all the residents. I especially like May because she is the kindest, Pat because she can play the piano, and Harry because he is so nice."

Hope said: "I like helping the residents, setting the tables and waving good morning to Muriel, Lorraine and May. I like Joe because he knows so much information and May because I like talking to her. Actually, I like everyone because they are all nice to us."

Finn said: "Some of my favourite residents are Joe because he lets me play building blocks with the pieces of wood that he has left, Lorraine because I ask her questions, and Pat because I play the piano with her."

Resident profile



Meet Val – making a difference to residents living with dementia

When Val heard that residents with memory support needs wanted some pictures cut out of magazines for an activity, she immediately got to work and cut out 50 pictures that very day. Five years later, she still makes cutting out pictures part of her daily routine.

These residents welcome every box of pictures sent by Val and they find much enjoyment in sticking them on notebooks and posters around their household.

For Val, knowing that this simple activity is helping others gives each day a sense of purpose and meaning. They've now become so popular, that residents in our other households use the pictures for making cards or posters, and even to decoupage boxes for holding trinkets or letters in their rooms.

"I'm very glad that other residents are enjoying my pictures. I believe God put me on this earth to help people, and this is my way of helping them," she said.



An update from our Therapy Dog, Khaleesi



What a crazy few months it's been! In amongst Covid and the floods, I seem to have become even more popular here.

In February, I had to isolate at home with my Mum, Julie. She made me a PPE outfit for when I came back to work. Then, when Banksia House at Yaralla went into lockdown, I was run off my feet jumping from lap to lap keeping everyone's spirits up. Ivy found me a baby's pram. Now, when I get tired, residents can push me around so my little legs can get some rest.

***Until next time,
Khaleesi x***

Favourite moments



Valentine's Day



Australia Day



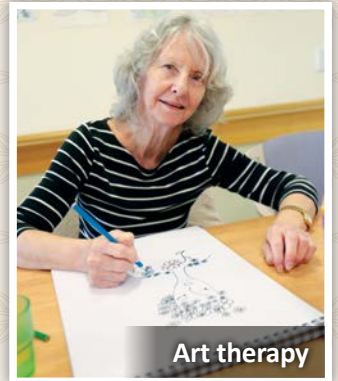
St Patrick's Day



International Women's Day



Fab serving food



Art therapy



Ken taking a service at Yaralla



Family always welcome



Music and dancing



Pet quails



Making flower boxes



Gardening activities