

Neighbourhood news

Our latest news and favourite moments

PresCare
AGED CARE COMMUNITIES

Groundwater Lodge
Yaralla Place

August 2024

From the Manager

Rozina Hegarty,
Yaralla Place



Our successful recruitment efforts mean we have recently welcomed new permanent members to our Yaralla Place team, reducing our reliance on agency staff by 50% since June. Our innovative Workplace Wellbeing program supports our team with practical tools to promote a supportive environment, and is helping make PresCare an employer of choice in Maryborough.

From the Manager

Jinto George,
Groundwater Lodge



Groundwater Lodge is undergoing further enhancements. New furniture has been installed in the dining rooms and in our Memory Support Household and residents are already enjoying their new-look shared spaces. We're also enhancing our outdoor areas, with the valued help of the Groundwater Lodge Gardening Club (see page 3).



Celebrating First Nations histories and cultures

Yaralla Place residents were treated to an extra special morning of learning, connecting and community in July.

NAIDOC Week gives First Nations people and non-Indigenous people the opportunity to celebrate all aspects of First Nations histories and cultures, and Yaralla Place residents, supported by the local community, embraced every moment.

Residents and staff joined together to plan and prepare for the event, decorating the dining area and residents' rooms and wearing clothing with Indigenous colours and motifs. Local Indigenous musician, Jon Veve, performed songs, told stories and passed around cultural items such as woven baskets and animal skins to touch and smell.

The celebrations continued with children from the Unndenoo Community Kindergarten performing an Indigenous dance that delighted all in attendance. A delicious morning tea was then enjoyed, with specially iced cupcakes and damper served with golden syrup.

Resident, Clive, appreciated the efforts by staff, and their willingness to participate in the celebrations and ensure the residents felt included. "There was an atmosphere of energy and joy. It was a wonderful event at Yaralla Place," he said



Groundwater Lodge's refurbished Bottlebrush Household

With 15 refurbished private suites, a welcoming and country-style lounge room, dining room and kitchenette, and beautiful homely touches, Bottlebrush Household at Groundwater Lodge is the latest in a continued program of enhancements at Groundwater Lodge.

The suites, each with their own ensuite, open onto covered patios where residents can enjoy the simple pleasures of a traditional backyard. The newly refurbished household was opened in May, by the Member for Wide Bay, Llew O'Brien MP, with local news crews also in attendance.

Yaralla Place's exciting upgrades

Yaralla Place is eagerly awaiting some exciting upgrades too. Residents will soon enjoy over 100 comfortable new armchairs, along with beautiful new sofas, coffee tables and activity tables. The country-style, neutral colour scheme has been selected to make the lounges and shared spaces feel like home, as residents relax together or quietly enjoy their hobbies.

Family always welcome

We're lucky to have many welcoming spaces where residents can enjoy spending time with family and friends.

Yaralla Place resident, Bob, loves that his daughter is able to visit him whenever she likes. "She even brings in her dog, Rupert, for some pats! We enjoy sitting in the garden together."



More community stories

Like to know more about daily life at Groundwater Lodge or Yaralla Place?

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



Notice board

Birthday wishes!

Happy birthday to residents celebrating their special day in May, June, July and August:

Robyn M, Betty E, Margaret C, John B, Bronwyn M, Shirley D, Anne S, Dulcie A, Robert M, Richard M, Daphne S, Barry D, Myra S, Leah J, Rosley T, Joan G, Pamela S, Jessie D, Derek M, Shirley W, Geoffrey B, Ivon T, Violet J, Colin K, Harold M, Kathleen P, Gordon W, Julie M, Mavis W, Bob B, Pamela C, Raani S, Brian B, Judith B, Ina B, Dennese B, Lola S, Susan M, Alva R, Doreen S, Shirley H, Ronald N, Marjorie J, Gloria G, Jane S & Fay G.

Groundwater Lodge Gardening Club blooms



Gardening Club members have been busy so residents and their visitors can enjoy sitting in our beautiful outdoor spaces.

During the Bottlebrush refurbishment, the maintenance and lifestyle teams worked together to enhance the gardens, planting beautiful flowers and shrubs. Now, the resident Gardening Club meets every Thursday to maintain these areas. In addition to planting, weeding and watering, the members share ideas and gardening tips, create and install decorations and participate in garden craft activities.

Special events

Fri 16th Aug

Bus trip to the Wildlife Sanctuary, Yaralla Place

Fri 30th Aug

Father's Day get together, Groundwater Lodge & Yaralla Place

Wed 28th Aug

Sideshow Alley, Groundwater Lodge & Yaralla Place

Fri 20th Sept

70's themed Happy Hour, Groundwater Lodge

Thurs 24th Oct

Melodies by The Sidewalk music concert, Groundwater Lodge

Beautiful feedback from our families

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

"I am glad my wife is able to enjoy fun activities, and I appreciate being involved in them myself. The staff at Groundwater Lodge are doing a fantastic job".

Husband of resident



Fun, friendship & fishing

Male residents at Yaralla Place are enjoying getting together to connect and explore the local area.

The Yaralla Place Men’s Group meets weekly with Spiritual leader, Ken, to share their special interests, support each other, work on projects or go on outings together. The Group proudly assembled our new BBQ and have more exciting projects in the pipeline.

Each month, they are visited by Older Men Unlimited (OMU), a local community group that brings in memorabilia to share. OMU members are planning to bring in wooden toys they have made for the residents to sand, paint and even gift to their grandchildren or someone special.

The group recently enjoyed the fresh air on the pier with a fish and chips lunch.

Favourite moments



Music concert



Jinto at the Bottlebrush launch



Musical performance



Mothers' Day High Tea

Supporting connections

Resident, Barrie, enjoys regular visits from family, particularly his great grandchildren.

His daughter says he is very happy at Groundwater Lodge. “The atmosphere is lovely for families, with a beautiful backyard featuring a charming garden and native birds.”





PresCare Maryborough'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.

August 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

Yaralla Place

In the January – March 2024 quarter:

29% of residents experienced one or more falls (2% below the national average), and 1% of residents experienced a major injury from a fall (1% below the national average).

In the latest April – June 2024 quarter:

38 residents experienced one or more falls, and 3 residents experienced a major injury from a fall. (National comparison data is not yet available.)

Groundwater Lodge

In the January – March 2024 quarter:

32% of residents experienced one or more falls (1% above the national average), and 4% of residents experienced a major injury from a fall (2% above the national average).

In the latest April – June 2024 quarter:

12 residents experienced one or more falls, and 1 resident experienced a major injury from a fall. (National comparison data is not yet available.)

Continual Improvement

We are continually looking for ways to reduce the likelihood of falls at both communities. We have implemented falls identification devices, individualised falls prevention strategies, enhanced physiotherapy assessments and increased staff training.



Staff Profile

Meet Nurse Dean, who loves supporting the wellbeing of Yaralla Place residents

What inspired you to pursue a Nursing role in aged care?

I have worked in hospitals, but I'm passionate about working in aged care because it gives me the opportunity to provide emotional care, as well as clinical care.

Being able to focus on the residents' quality of life and contribute to their happiness gives me a different level of professional satisfaction. Plus, I'm able to form meaningful relationships with them and their families.

What do you love most about working at Yaralla Place?

Although I'm busy, I try to take the time to have a cup of tea with residents, or go for a walk with them. I love hearing their stories and getting to know them.

Residents are treated like family here, and finding out the little ways we can help make their day more enjoyable is important. It's a privilege to be part of such a caring and dedicated team that focuses on high quality, personal care.



3 Things

The three meals Janice enjoys most at Yaralla Place

1. *Sweet and sour pork* – it's absolutely delicious!
2. *Fruit salad* – it's one of my favourite desserts.
3. *Bread and butter pudding* – this reminds me of when I cooked it for my family to show them how much I love them.



Helping residents to live quality lives

Julie, a Registered Nurse at Groundwater Lodge, loves supporting residents to live their way.

"I'm so lucky that my role involves connecting with residents in a meaningful way, and supporting them to live with grace and dignity. I love being part of the Groundwater Lodge team".