

Neighbourhood news

Our latest news and favourite moments



Groundwater Lodge
Yaralla Place

December 2024

From the Manager

Rozina Hegarty,
Yaralla Place



It's lovely to be ending 2024 with such impressive recruitment successes. Our engaged and dynamic permanent workforce continues to grow, and I'm very proud of our team. This year, our community enjoyed furniture upgrades, and next year's focus will be on creating meaningful activity spaces that further enhance resident wellbeing. Merry Christmas!

From the Manager

Jinto George,
Groundwater Lodge



Over the last three months, we have successfully onboarded over 20 permanent staff members, including Registered Nurses, Carers, Hospitality and Support staff. Residents are benefitting greatly from consistent care by a familiar team. We have also implemented new call pendants for residents, and a smart-lock system to enhance security. Enjoy the festive season!

Merry and bright – PresCare Maryborough is embracing the festive spirit

Nothing says Christmas like bright decorations, delicious food and the merry laughter of family and friends celebrating together.

At PresCare Maryborough, residents and staff have been busy decorating Christmas trees, creating ornaments, making rum and apricot balls, and enjoying festive parties with neighbours and loved ones.

Groundwater Lodge and Yaralla Place were transformed with sparkling decorations and residents and their guests were in high spirits as they sat down to an indulgent, traditional Christmas lunch with all the trimmings. They were entertained with musical performances, including a hearty rendition of Aussie Jingle Bells by the staff at Groundwater Lodge.

Resident, Lillian, thoroughly enjoyed the Christmas party lunch, from the festive decorations and beautifully set tables to the incredible food.



Groundwater Lodge Christmas party

"There was an abundance of delicious dishes, including a variety of desserts like pavlova and plum pudding. I loved being able to share this party with my family. What a memorable and joyful day!" she said

Santa delivered gifts to every resident, bringing much joy and Christmas cheer.



Yaralla Place Christmas party



Introducing our new Resident Wellbeing Program

In October, Apollo Care held our inaugural Resident Wellbeing Forum in Brisbane, which was attended by Ken Mobbs, PresCare Maryborough's Spiritual Care Leader

This marked the start of an innovative, national initiative aimed at enhancing residents' ability to live their way, with more meaning, enjoyment and comfort in their daily life – whatever that looks like to them.

Championed by CEO Stephen Becsi OAM, the initiative brings together Apollo Care's National Spiritual Care Lead, Wayne Knapp, and newly appointed National Lifestyle Lead, Marianne Naughton, together with Church leaders, Lifestyle team members, and Spiritual and Pastoral leaders from Apollo Care communities.

This is an exciting development in our journey towards creating Lifestyle and Spiritual Care programs at each community that go above and beyond the requirements of the Aged Care Act.

To formalise the initiative, Apollo Care will launch a new National Steering Committee in 2025 to guide the development of this initiative and we look forward to providing regular updates on its rollout.

Caption: (L-R) Sue Jauncey, Appellon; Wayne Knapp, National Spiritual Care Lead; Michelle Douglas, Lifestyle Team Leader (Vincent Court); Jordan Mackley, Lifestyle Officer/Pastoral Care Officer (Yackandandah Health); Marianne Naughton, National Lifestyle Lead; Tony Sullivan, Pastoral Care Worker (Bundaleer); Nadia Predan, Lifestyle Officer (Charingfield); Father James Foster, Macleay Valley Parish Priest; Ken Mobbs, Spiritual Care Leader (PresCare Maryborough); Kasey Petty, Activities Team Leader (Tenterfield Care); Stephen Becsi OAM, Apollo Care CEO; Linda Rowley, Lifestyle Officer (The Bays Aged Care)

Three things I love

The three things Lorraine enjoys about Groundwater Lodge's Lifestyle Program:

1. **Social engagement** – I treasure the opportunity to meet up with my friends and other residents
2. **The live music, dances and entertainment sessions** – they make me so happy and help me stay connected to the local community
3. **Games and group activities** – I'm passionate about games and participating makes me happy.



Christmas on Facebook

At PresCare Maryborough, we're excited about all the festive activities, outings and celebrations planned for this time of year.

Make sure you keep up to date with all the fun things we'll be getting up to by following us on Facebook.

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 from September to December:

Groundwater Lodge: Joan S, Noel C, Marie K, Margaret W, Kathleen D, Neil S, Len A, Barrie R, Mary A, Gregory B, Anne H, Graham S, Kenneth H, Trevor M, Rhondda C, Bob D, William D, Barry S, Cole S, Julian F, June B.

Yaralla Place: Graham B, Bruce B, Rita C, Liz C, Barbara F, Kathy F, Bill G, Wally H, Errol H, Barbara J, Warren K, Amber L, George M, Diane M, Keith N, Joan P, Carol R, Jacob S, Pearl S, John T, Kevin T, Lorna W, Elizabeth W, Bill W, Shirley W, James W, Trevor W.

Special events

Tues 17th – Thurs 19th Dec
Bus tours of the Christmas lights trail, Groundwater Lodge & Yaralla Place

Thurs 19th Dec Carols by Candlelight, Yaralla Place

Wed 25th Dec Christmas Day

Tues 31st Dec
New Years Eve, Groundwater Lodge & Yaralla Place

Fri 24th @ Sun 26th Jan
Australia Day celebrations, Groundwater Lodge & Yaralla Place

Thurs 1st Feb Melodies by the Sidewalk, Groundwater Lodge

Fri 14th Feb Valentine's Day, Groundwater Lodge & Yaralla Place

What's on the menu this summer?

This festive season residents can look forward to lots more fresh, seasonal fruits and vegetables and homestyle meals.

At PresCare Maryborough, the menus for Groundwater Lodge and Yaralla Place are prepared by Catering Manager, James, and his team, with lots of input from residents.

“We pride ourselves on listening to residents and incorporating their favourite meals, like fish and chips and ham steaks with pineapple. Of course they love indulging in some sweet treats too, and they've been enjoying participating in cooking activities, like making festive apricot and rum balls.”

James runs the state-of-the-art central kitchen at Groundwater Lodge, making freshly cooked meals for both Households. The delicious meals are quickly transported to Yaralla Place, only a short drive away, using special equipment to ensure they stay hot and tasty.



Smoked salmon croutons with fresh dill dressing

Above and beyond - recognising our dedicated volunteers



At the heart of the PresCare Maryborough communities are some incredible individuals dedicating their time, energy and compassion to enhancing the lives of residents.

Manager, Jinto, says volunteers are an integral part of the family, bringing their own special joy, support and friendship to residents and staff.

“We are fortunate to have some truly dedicated volunteers, who contribute significantly to our community,” he says.

Volunteer Mark spends many hours helping Groundwater Lodge and Yaralla Place residents get out and about locally and stay connected with the wider community. Driving the bus, he takes them on outings, market days and trips to the beach for fish and chips. This Christmas, he'll be taking residents to see the Christmas lights – something they're all looking forward to.

Volunteer Madonna, daughter of one of the residents, balances her teaching career with engaging with the residents, organising craft activities.

“Madonna has generously donated handmade crochet items and craft materials and her efforts to bring vibrancy and warmth to the community are outstanding,” says Jinto. “She has done a phenomenal job decorating every Household for the Christmas season, from reception to the barbecue area and dining rooms.”

We deeply appreciate the incredible work and kindness of Mark, Madonna and our other volunteers. Their contributions make a meaningful difference in the lives of the residents at Yaralla Place and Groundwater Lodge.

Favourite moments



Santa and the Yaralla Place team



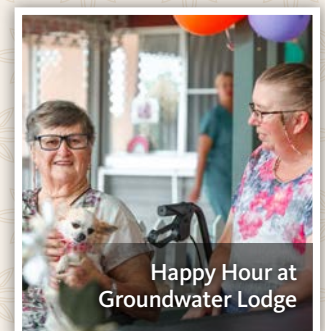
Apollo Care CEO, Stephen Becsi OAM, meets Groundwater resident, Joe



Christmas at Yaralla Place



Santa visits Yaralla Place



Happy Hour at Groundwater Lodge



Christmas at Groundwater Lodge



Forging new pathways to aged care careers

In an exciting new development last month, PresCare Maryborough, Riverside Christian College and TAFE Queensland agreed to establish 'Health Hub', an innovative program offering students practical training and accredited qualifications in aged care.

From January 2025, students will have the opportunity to gain real-world skills undertaking practical training at Groundwater Lodge and Yaralla Place, while working towards a Certificate III in Health Services Assistance qualification.

The initiative is one of a suite of programs Apollo Care is implementing to build its permanent workforce.

“We’re incredibly proud of this initiative,” said Apollo Care CEO, Stephen Becsi OAM. “We’re not only equipping students with a valuable qualification and real-world skills for a fulfilling career in their hometown, we’re also creating a strong, secure pipeline of workers committed to our local communities. This is a great outcome for residents who will benefit greatly from consistent and familiar carers.”

Caption: (L-R) Stephen Becsi OAM, Apollo Care CEO; Michelle Gouge, Principal of Riverside Christian College; Rozina Hegarty, Yaralla Place Manager; and Jinto George, Manager Groundwater Lodge Services at the Agreement signing



Three things I love

The three things Barbara enjoys about Yaralla Place's Lifestyle Program:

1. **Companionship** – I love the group activities where I get to spend time with my friends
2. **Exercise classes** – we encourage each other to stay fit and healthy
3. **Games** – I love Scrabble as it's fun and great for my concentration.



Little people and lots of laughter

This year, Yaralla Place has been filled with lively chatter and laughter as Prep students from Maryborough West State and Riverside Prep schools visited their older friends.

The students, accompanied by their teacher and the school principal, joined the residents for fun exercise classes. A crowd favourite was the activity that involves residents and students working together to keep balloons in the air using a large parachute. The children could be heard giggling as they danced with the residents in the ever-popular 'musical statues' game.

Yaralla Place Manager, Rozina, says the residents love the interaction with their young friends. “They really look forward to the children’s visits, and seeing both generations interact in such a fun way through the exercises and games is beautiful to watch.”

The initiative has proved so popular, we’re making it a part of our Lifestyle Program again next year.

Quality & Safety Report: Quality Improvement Projects



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.

November 2024 update: Quality Improvement Projects

Apollo Care is committed to continuous quality improvement of its care and services. Opportunities for improvement arise from resident, client and family feedback, including complaints and suggestions, from audit and quality monitoring activities, and from incident and hazard data.

Some of the quality improvement projects underway at PresCare Maryborough include:

- The implementation of Simple Foods software, and full compliance in our Food Safety Audit
- The implementation of the Best Med medication management system that improves safety and quality
- Along with all Apollo Care communities, Yaralla Place and Groundwater Lodge are part of a newly established Lifestyle Governance Committee that is implementing our new Everyday Wellbeing Program
- Improving residents' access to medical specialist services by utilising telehealth systems
- Upgrades to indoor and outdoor furniture
- The implementation of new resident mobile call pendants, and a new smart-lock system.



Favourite moments



Making Christmas craft



Celebrating with family



Festive outfits



Christmas entertainment



Christmas party fun



Family always welcome

Achieved full



Aged Care Accreditation
at every community

Grew permanent workforce

in our regional communities by avg



providing even more
consistent care to residents

Celebrated



400

inspiring examples of **excellent care** each month through our **staff engagement program**

Launched an innovative wellbeing program



to enhance residents' ability to
live their way, every day

Invested \$8M+



in new resident suites & refurbishing living spaces
across 7 communities

Invested in the
future of regional aged care



by improving the financial
sustainability
of our communities by avg 28%

Here's how Apollo Care, now 12 communities strong, has supported PresCare Maryborough this year:

Our Care:

- Our overall Star Rating on My Aged Care is 4 stars at both communities
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our Team:

- We've welcomed 104 new staff to our teams at both communities, including 11 Registered Nurses from overseas, and 8 local trainees
- We have provided affordable on-site accommodation to 13 new staff
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Yaralla Place

Our Community:

- Invested \$1.2m refurbishing 6 private suites and shared spaces at Groundwater Lodge, and new furniture at Yaralla Place
- PresCare Maryborough has stayed proudly local, guided by a Board that reflects the unique needs of our region.

