

# Neighbourhood *news*

*Our latest news and favourite moments*



VINCENT COURT  
AGED CARE COMMUNITY

July 2023

## From the *Manager*



Alan Pretty

*Thank you for welcoming me to Vincent Court.*

My first few months have been truly rewarding as I've been getting to know residents, families, and our wonderful team of staff and volunteers.

It's been an exciting time to join both Vincent Court and the Apollo Care Alliance, as our community continues to benefit from Apollo's investments, innovations and quality systems that are all designed to make aged care better for residents and staff. With plans for additional refurbishments underway, and Apollo's recent global award win, we really are leading the way in residential aged care on the Mid North Coast. Read more about these awards on page 2.

Lastly, I can't wait to come along to my first Vincent Court Annual Ball this month! I'm loving the Hawaiian theme and I look forward to donning a grass skirt!



## Resident *profile*



### Meet Irene, who feels right at home at Vincent Court

We love supporting residents to live their way. For Irene, this means building her own daily routine that balances quiet time with social activities.

#### ***How do you like to spend your day?***

I prefer having my own quiet time in the mornings, so I enjoy having breakfast in my room. Then a bit later, I usually socialise with some of my neighbours and join in the activities. I have my lunch and dinner in the dining room, and often sit in the courtyard and feed the birds. I love that I can design my own day.

#### ***What else do you enjoy doing at Vincent Court?***

Since moving here, I've been inspired by the other residents to take up knitting and crocheting again. I've been making things like hand towels and tissue boxes which I donate as prizes for the raffles we hold here. It's very rewarding knowing I'm helping raise money for charity.

#### ***How do the staff support you?***

They help me by sourcing some of the patterns and supplies for my craft projects, and they're always ready to assist me with anything I need.

#### ***Why does Vincent Court feel like home to you?***

I feel very settled here. I just feel this is where I should be. My room is full of my favourite photos and ornaments which makes it homely.

***In the spirit of reconciliation, Vincent Court and its governing body acknowledges the Traditional Custodians of country on which Vincent Court is located, the Thungutti and Dunghutti people. We pay our respect to their Elders past and present.***



# Apollo Care Alliance *Wins* *Global Award for Innovation*

*Vincent Court is proud to be part of the Apollo Care Alliance that beat a field of over 200 submissions from 15 countries at the 11th Asia Pacific Eldercare Innovation Awards 2023 in Singapore.*

Apollo Care won the global award for Innovation in Aged Care and was named Finalist in Operator of the Year - proof on an international scale that we are making aged care better for residents and staff.

Vincent Court is benefiting from Apollo Care's investment in innovation, including a cutting-edge cloud-based IT system, new hand-held mobile devices for every care worker, and a progressive clinical governance system that has resulted in us achieving the maximum government accreditation.

Apollo Care is now one of Australia's fastest growing aged care providers, and is delivering choice for older Australians living in regional areas, like Kempsey, who want to stay connected to their local community where they feel they belong.



## *Further* refurbishments

*We're excited to start the refurbishment of our reception and front foyer soon.*

Using a traditional, country-style colour palette of warm timbers, classic neutrals and heritage greens, these improvements will offer residents, visitors and staff more welcoming spaces to enjoy. A further six private suites are also being refurbished.

## *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](mailto:feedback@apollocare.com.au)
4. Complete a short Care Rite survey about the wellbeing of residents and clients by scanning the QR code above.



## *Time in the outdoors*

*The Vincent Court Garden Club has been busy making our outdoor spaces even prettier over the last few months.*

Instead of buying cut flowers to celebrate special days, we buy potted ones so that this keen group of residents can plant them in our garden beds afterwards. This way, everyone's able to enjoy the blooms for longer, like these colourful Mothers' Day Chrysanthemums!

# Notice *board*

## Special events!

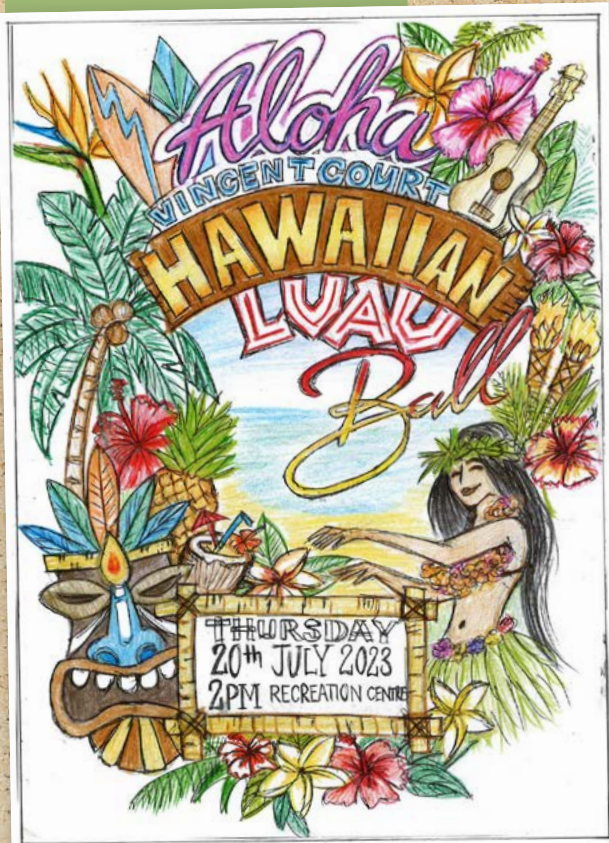
Thurs 20th Jul	Vincent Court Annual Ball
Fri 4th Aug	Jeans for Genes Day
Thurs 31st Aug	Daffodil Day
Sun 3rd Sept	Fathers' Day
Thurs 21st Sept	Footy Colours Day
Tues 19th Oct	Octoberfest

## Birthday wishes!

*Happy birthday to residents who celebrated their special day during April, May, June and July:*

Patrick M, Helen Mc, Robert D, Rachel R, Bill C, Elaine M, Colleen B, Rose F, Angela H, Carolyn L, Faye P, Audrey Mc, Christine B, Albert B, Mary H, Clair C, John S, Ilse C, Mary C, Rhonda T, Gwendoline D, Irene A, Desmond R, Mary O, Dorothy H and Betty B.

## Annual Ball



## Vincent Court sponsors local netball team

*Our community was proud to throw our support behind the Macleay Netball Association's Under 15's Representative Team.*

These girls competed in the New South Wales Senior State Titles for 2023 and played their hearts out. Well done, girls!



## Favourite moments



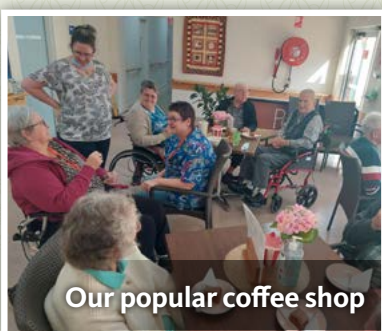
Kempsey Show



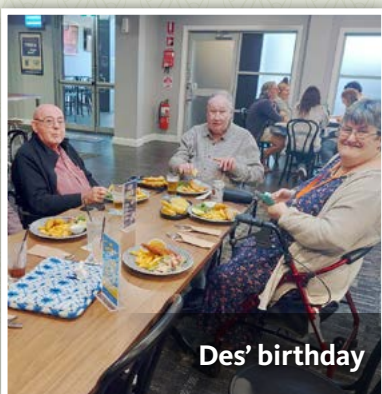
Alan serving ice cream



Biggest Morning Tea for Cancer Council



Our popular coffee shop



Des' birthday



## Staff profile



Meet Alan, our highly qualified manager

*Alan first started working in aged care as a kitchen hand when he was just 15 years old. Inspired by the compassionate care the team provided to residents, he decided to study Nursing. He went on to specialise in Emergency Nursing for 16 years and was appointed Director of Nursing at NSW Health.*

Drawn to return to the aged care industry, he joined Vincent Court after three years managing a Port Macquarie aged care community.

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

Aged care is a wonderful, dynamic and very rewarding career. Working with older people is a pleasure as they have such rich stories and life experiences. It's a privilege to support residents to live their best lives, and I love getting to know them and their families.

### ***What makes Vincent Court so special?***

I think the word 'community' sums it up perfectly. Vincent Court was founded to serve the local community, and it is still achieving this purpose now – more than four decades on. Most of our dedicated team members are locals who are committed to making this community a safe, welcoming and fun environment.

### ***How do you think you're making a difference to residents and staff?***

I'm building on the culture of caring that firmly exists here, so that residents enjoy freedom, choice and deserved dignity. I lead my team by encouraging open communication and collaboration. It's very rewarding to see staff members develop their abilities and confidence.