

Neighbourhood news

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

November 2023

From the Manager



Alan Pretty

Welcome to the last 2023 Neighbourhood News!

I'm delighted to report that Vincent Court has many positive initiatives underway, including the refurbishment of six more private suites. Due for completion soon, we're looking forward to welcoming some new local residents.

Our focus on optimising the resident experience continues, especially in the areas of Lifestyle and Food Service. We are enhancing the dining experience and have a new dietician-approved menu in place. Our fabulous Lifestyle Program is getting even better, with lots of interesting and fun activities planned for the festive period.

Finally, I'd like to extend my gratitude to all staff and volunteers who work together to put residents first. Your efforts are greatly valued by everyone connected with Vincent Court and I am very proud of our entire team.



Meet Rex who's always welcoming family for visits

We love helping residents stay connected with their loved ones

Since moving to Vincent Court, Rex has filled his private suite with his favourite belongings and made some firm friends. But it's being able to welcome family whenever he likes that really makes him feel at home.

His daughter, Beth, agrees. "It's great that we can visit anytime. My brother works long hours, so it suits him to come in the evening and he'll often bring his dog who loves a pat from Dad. Mum visits all the time, but especially enjoys coming to have lunch with him after Church on Sunday. This was always their routine, and she loves keeping this going.

"I visit regularly too and we like sitting together in his room playing cards and sharing the sweets he's won at Bingo!

"I've got to know the staff very well, and as a Physio, I really notice the person-centred care Dad receives here. The staff are gentle, kind and respectful. It's wonderful to see the special bond they've formed with him."

Rex says he's very happy to call Vincent Court home. "The way I'm looked after here, well, you just couldn't ask for anything better. And having my wife and children come and visit me all the time is wonderful. They're a part of me."

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.





Notice board

May this Christmas be a wonderful time of celebrating and giving thanks for the gift of love that we share with others, and especially for the gift of each other.

Father James, Macleay Valley Parish Priest

Special events!

Mon 11th Dec	Volunteers' Christmas Party
Thurs 14th Dec	Residents' Christmas Party

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

Birthday wishes!

Happy birthday to residents who celebrated their special day during August, September, October, November & December:

Grant B, Phyllis B, Elaine B, Maurie C, Greta H, Beryl K, Janelle J, Judith F, Alma E, Brian B, Bernadette J, Dianne S, Mitch M, Tony T, Hilda W, Graeme D, Frank G, Christa B, Michael W, Sr Cabrini, Rex F, Geoff H, Beverley B, Cherry D, Doreen C, Pat B, Margaret N, Yvonne S, Marie S, Trisha I, Karlene K, Brian H, Alan S, Greg T, Ron B, David S & Thelma E – who turns 102!

Christmas on Facebook

Vincent Court is famous for our festive activities, outings and celebrations at 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. You can also find some of our favourite Christmas-themed food ideas to try at home.

Favourite moments



Birthday fun



Fathers' day



Mexican day



Vincent Court Annual Ball



Oktoberfest



Staff profile



Meet Baily, who has a passion for making a difference to residents living with dementia

For the last four years, Baily, has been an integral member of the Vincent Court Care Team. His calm manner and easy-going approach endear him to residents and their families, and he especially loves helping residents in our Memory Support Household.

What do you think makes Vincent Court so special?

It's vibrant and lively at Vincent Court. Everyone knows each other and gets along so well that it's like one big family. The residents genuinely enjoy being here and it's just a pleasure to be a part of this community that has become so important to Kempsey.

How do you make a positive difference to residents?

A big focus of mine is finding opportunities to have one-on-one time with residents. This might be helping them with a gardening activity, reading to them or just having a great conversation. This is how I form bonds with the residents, and it's so rewarding finding out about their stories and their individual personalities.

What do you love most about what you do?

I really enjoy caring for residents with high-care or memory-support needs. Although this can be challenging at times, I love using my experience to find ways to connect with them and help keep them calm, content and happy.



We've grown to

11

communities
across Qld,
NSW & Vic

A total of



additional aged care suites
now available to locals in
regional areas

Achieved full



3
YEAR

Aged Care Accreditation
at every community

Implemented
a mobile device
for every care
worker to

**enhance
care
delivery**



Measured and supported
the wellbeing of
residents, staff and
leaders through an

**award
winning
culture
program**



Asia Pacific Eldercare

Innovation Awards

WINNER
2023 Global
Innovation
Award

FINALIST
2023 Operator
of the Year
Award

Here's how Apollo Care has helped Vincent Court evolve and thrive this year.

Our care:

- The latest Resident Experience survey results reported that 76% of residents rated their quality of life at Vincent Court as 'Excellent', a 25% increase from last quarter
- Awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more one-on-one care

Our team:

- Work Rite culture program reported a 35% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff
- Our first intake of school-based Trainees completed their qualification, with two now permanently employed at Vincent Court

Our community:

- By the end of 2023, 18 of our private suites will have been refurbished, with plans for further renovations to come

*All of these achievements mean we have been able to welcome more locals,
and our community has become an even better place to live and work.*

