

Neighbourhood *news*

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

March 2023

From the
Manager



Kylie Bonney

I'm excited to report that we've welcomed some new residents to Vincent Court over the last few months with the completion of Stage 1 of our refurbishment program.

Community interest in the newly refurbished suites has been very strong.

New Manager, Alan Pretty, has recently commenced at Vincent Court, as I move into a new Workforce Governance Officer role with Apollo Care. This position will enable me to remain involved and connected with Vincent Court in a number of ways, particularly in further developing aged care career pathways for locals. Our second intake of trainees from St Paul's College, who have just commenced with us, is testament to the success of these kinds of initiatives for the whole Kempsey community.

While I will miss being at Vincent Court daily, I look forward to seeing this community thrive under Alan's leadership.



An inclusive & meaningful *lifestyle program*

Designing our Lifestyle Program takes careful consideration, creative thinking and lots of input from residents.

Each month, our Lifestyle Team plans a wide range of activities and outings to cater for different interests, and also different abilities or conditions, including dementia.

Residents with advanced dementia and high-level care needs are encouraged to participate in the program as much as they like. All activities are modified to be dementia-appropriate, following best-practice research. Some of these modifications include using simple visual and verbal cues, keeping noise to a minimum, and using personal items to spark reminiscing.

One activity that's very popular is the Painting Group where residents, including some from our dementia support household, gather to follow team leader, Michelle, paint a canvas. Art therapy is known to provide people living with dementia with enjoyment, a sense of accomplishment, and an opportunity for self-expression.

This is certainly the case for Mary who becomes so absorbed in painting, she finds it hard to stop! "It's wonderful to see how much joy painting gives to Mary," said Michelle. "She attends every session and I often have to remind her when it's lunch time as she just wants to keep going. Her paintings are so detailed and she proudly displays them all in her room. I love that we can facilitate this interest for her."



Investment in technology enhancing resident experience

Vincent Court is one of the first aged care communities on the Mid North Coast to introduce CareKeeper, a cutting-edge mobile technology that enhances the delivery of care to residents.

The innovation, developed by Telstra Health, allows every Nurse and Carer to access important information about each resident's care needs, including clinical information and lifestyle choices and preferences, on a mobile device in real time. Staff are able to quickly view, action and record care information or tasks while being at the resident's side.

Each resident's individual preferences, such as choice of daily routine or favourite activities, are also accessible giving staff more opportunities to engage meaningfully with residents to provide a truly holistic care experience. Staff are excited about the rollout of the technology saying it reduces paperwork and time spent at nurse's stations.

CareKeeper is part of Apollo Care's overall strategy to ensure every care worker is equipped with a mobile device that delivers wider benefits including faster response times to resident calls and enhanced team collaboration.

Easter services at Vincent Court

Tues 4th April at 11.00am - Catholic Easter Mass service

Thurs 6th April at 9.30am - Ecumenical Easter Service

Tues 18th April at 10.15am - Anglican Church Service

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.

Vincent Court is *ticking all the boxes*

When the Australian Government's Aged Care Quality Assessors independently audited Vincent Court late last year, our community achieved the maximum possible accreditation of three years. Vincent Court was found to meet or exceed all eight Aged Care Quality Standards.



To mark this outstanding result, Apollo Care's CEO, Stephen Becsi OAM visited our community last month to present Manager, Kylie Bonney and Carer, Hope Bellenger the Certificate of Accreditation.

Well done to every staff member for working together to put residents first. We are so proud of our community, residents and team.

Notice *board*

Special events!

Fri 17th Mar	St Patricks Day
Thurs 6th Apr	Easter Party
Tues 25th April	Anzac Day
Wed 10th May	Mothers' Day High Tea
Tues 16th May	Volunteers' Special Morning Tea
Thurs 25th May	Cancer Council's Biggest Morning Tea

Birthday *wishes*

Happy birthday to residents who celebrated their special day during January, February and March:

Sandra, Robert, Irma, Rodger, Shirley, Marion, Marilyn, Ruth, Janice, Deidre, Elizabeth and Robin.



New-look private suites

Vincent Court now boasts 12 beautifully refurbished private suites, complete with built-in cabinetry, new flooring and window coverings, fresh paint, new furniture and private ensuites.

The calming colour scheme in these spacious, light-filled suites is proving popular and we look forward to welcoming even more Kempsey locals in the coming weeks.

Beautiful feedback from our families

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

"Thanking Vincent Court for making the time and effort to attend and celebrate the Mass and ceremonies associated with the 100 years of All Saints Church. Thank you for making the scones for all who attended, and for your care of Sr Cabrini."

"It's difficult to adequately express our gratitude to you all for the loving care that you gave our Dad. You became his family and Vincent Court became his home."

"We sincerely express our appreciation and gratitude for all the excellent care, love and kindness Mum received while living at Vincent Court."

Favourite moments



Birthday Fun



Sr Cabrini awarded the Pope's Benemerenti Medal



Australia Day



Golden Oldies visit



Lifestyle Team Member Jackie completes World's Greatest Shave for charity



Staff profile



Meet Michelle, our dedicated Lifestyle Team Leader

Michelle is a Mid North Coast local and has been a key member of our team for the last five years.

Originally a Preschool Teacher, she started at Vincent Court as a Carer but dreamt of using her creative talents and bubbly personality to create a rewarding lifestyle program for residents.

What does it take to be a Lifestyle Team Leader?

It takes compassion, empathy and a very caring nature. You also need to be very organised and a team player because all staff contribute to making sure residents are happy.

How do you design the lifestyle program?

It's driven by what the residents like to do. We ensure there are plenty of opportunities for enjoyment, purpose and meaning, and connections to loved ones and the wider community. We include a mix of calendar days, bus trips, concerts, physical and mental exercises, craft and games, and cooking to name a few.

How do you support residents' individual interests?

It's our goal to help each resident continue doing the things they've always loved - we just make sure they're supported to do so safely. Keeping them active and engaged is at the heart of our approach to lifestyle.

What do you love most about your role?

I love bringing joy to people every day. Seeing residents light up when they enjoy an activity is amazing, but most of all I love seeing them laugh. It means the world to me.