

Neighbourhood *news*

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

May 2025

From the
Manager



Alan Pretty

Welcome to this edition of Neighbourhood News.

This will be an exciting year for Vincent Court as we reach a significant milestone - our 50th birthday!

We're proud to be an integral part of the Kempsey community where locals are supported to live their way.

We continue to welcome, train and support new staff to put residents first, and our ongoing program of enhancements is making Vincent Court an even better place to live and work.

We have further room renovations planned and are excited to be opening a new household later this year, meaning we'll be able to care for 95 locals.

We'll also be implementing a new nurse call upgrade to further enhance resident response times.

I hope you enjoy reading about what's been happening recently in our welcoming community.



Staying connected to places we love in *the community*

Vincent Court residents love getting out on special outings and particularly enjoy scenic drives through the local region.

After the recent spate of bad weather, they were keen to venture out again and thoroughly enjoyed their bus trips to breathtaking Crescent Head. After stopping at the lookout with stunning views of the sea and surfers, they headed back to The Kempsey Bowlo for lunch and a friendly chat with the locals.

Resident JJ said it was a great day. "I thoroughly enjoyed the bus trip to Crescent Head, looking at all the homes on the way and then the sea. The lunch was delicious and it was fun having a laugh with the other residents," she said.

Resident Maureen agreed. "It was beautiful! I enjoyed every minute of the day - the drive, the company and the atmosphere."

Lifestyle Team Leader, Michelle, says it's important that the residents stay connected to their community. "Exploring the area on our Vincent Court bus is a great way to do this! We love seeing their excitement and hearing their conversations. For many, it provides an opportunity to see progress and reminisce about their early days in Kempsey."



Our new Memory Support lounge *feels like home*

We've transformed the lounge and dining area in our Memory Support Household.

Residents, relatives and staff are all enjoying the bright new space which has a lovely sense of home. So much so, that residents are regularly seen enjoying an afternoon relax on the comfortable sofa or catching up with their friends and family in the cosy corners.

The refurbishment has included new paint and flooring and the addition of home-style furniture. The new water feature in the garden courtyard outside brings the relaxing sound of flowing water to the calm, welcoming space.

Internationally recognised for innovation - *once again!*



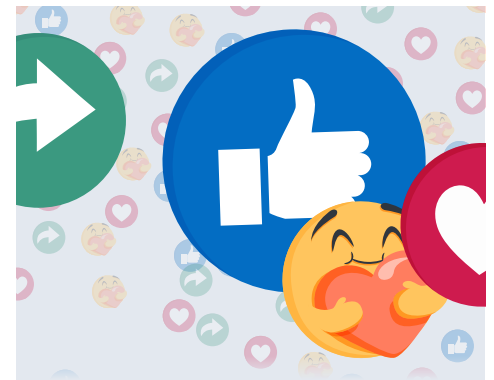
Apollo Care has been named Finalist in the 2025 'Innovation of the Year – Operational Management Solution' category in the 13th Asia Pacific Eldercare Innovation Awards.

For the third year in a row, we've been recognised globally for our innovative approach to aged care.

We were delighted to also receive the prestigious 'Special Recognition Award' honouring our outstanding contribution to the eldercare sector. This award acknowledges the meaningful impact of our work and the potential to drive future innovation in aged care across the region.

The three things Bernie loves about living at Vincent Court:

1. **Making friends** - I feel like I've known the residents and staff all my life. Everyone is so easy to get along with. I feel part of the family.
2. **Staying active** - I enjoy attending the activities, especially playing darts with the Men's Social Group.
3. **Everything** - I love everything about Vincent Court!



More community stories

Like to know more about daily life at Vincent Court?

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 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

Notice *board*

Special events!

Wed 21st May	Volunteers' Week special morning tea
Wed 28th May	Biggest Morning Tea – raising money for the Cancer Council

Supporting residents to find comfort, enjoyment and *meaning in their daily lives*



At Vincent Court, we encourage and support residents to maintain their interests, familiar routines and connections to the people and places they love.

Easter is always a special time to gather with neighbours and family members and celebrate as a community. Residents, and their loved ones, attended our range of planned Easter events, including the services in the on-site Chapel and in the local Parish Church.

Freshly made meals always *on the menu*



At Vincent Court, our home-cooked meals are freshly made each day.

Our Chef and catering team pride themselves on their delicious meals and seasonal menus with plenty of variety to cater for resident's preferences and needs. Our restaurant-style kitchen ensures meals are prepared freshly, regularly and safely. We are proud to advise that we recently underwent our independent food safety assessment audit and retained our A rating.

Birthday *wishes!*



Happy birthday to residents celebrating their special days from December to April:

Joyce L, Sandra G, Ilse C, Valmai W, Noel P, Rita Mc, Shirley B, Corinne B, Joan W, Bert B, Coby R, Greg H, Ralph E, Ruth H, Maureen B, Bernie E, Joan M, Myra C, Maureen O, JJ W, Elizabeth D, Joan P.

Beautiful feedback from families

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

"Mum was just showing me the painting she did at the painting group. It is wonderful that she has picked up a brush again and to see creativity bring her so much joy. She's so proud of what she created."

- Daughter of resident

Celebrating Easter together

What a wonderful week of Easter celebrations!

Our community was filled with laughter and joy as we enjoyed a very festive party, were surprised by a visit from the Easter bunny, hunted for eggs in the garden and attended Easter Church Services together.



Reconnecting with our creative side

Residents at Vincent Court are learning how to paint and reconnecting with the joy of creativity at the popular painting group, run by Lifestyle Team Leader, Michelle.

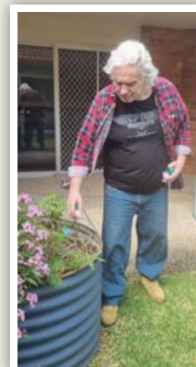
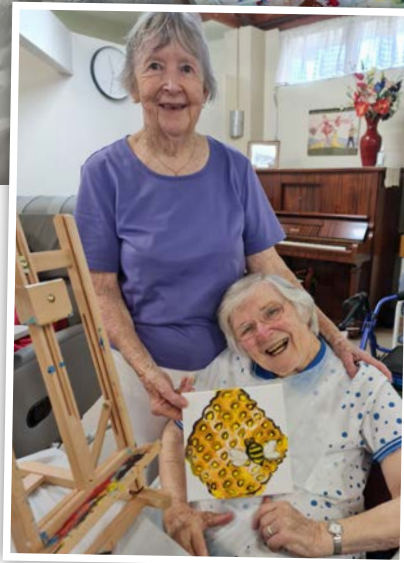
Residents interested in learning are guided step-by-step through the process of painting, while those who feel more confident are encouraged to work at their own pace, creating their individual masterpieces.

“It’s all about having a go, learning a new skill and enjoying the opportunity to express themselves freely and creatively,” says Michelle.

Feedback from the budding artists is very positive. Chris said, “I haven’t painted in years! I’d forgotten how much fun it was.”

Joan is so pleased to be painting again while Sister Cabrini proudly shows her artworks to all her visitors.

“I really look forward to this activity. It’s a lovely way to spend time with my neighbours,” she says.. “I’m so proud of what we’ve created. My friends and family are very impressed.”





Quality & Safety Report:

Quality Standards Compliance

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, clients, 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: Quality Standards Compliance, Feedback & Complaints, Incidents & Hazards, and Quality Improvement Projects.

Your chance to become a **Volunteer**



We're looking for more volunteers to join our team and make a real difference to residents' wellbeing.

You can nominate your preferred activities and availability. For more information, talk to our Lifestyle Team: call (02) 6562 6062 or email info@vincentcourt.org.au

April 2025 update: Quality Standards Compliance

- We are fully compliant with the Aged Care Quality Standards and accredited for 3 years.
- We are currently preparing an application for re-accreditation and expect the onsite audit to occur between July and September this year. We will be assessed against the current Standards, but are preparing for the strengthened Aged Care Quality Standards which come into effect on 1 July 2025.

The strengthened Aged Care Quality Standards are part of the new Aged Care Act which has a more rights-based approach to aged care.

- We have a 4-star rating by the Department of Health & Ageing achieving 5 stars for Compliance, 4 stars for Residents' Experience and 3 stars for Quality Measures.



Staff *profile*

Meet Sheridan, Clinical Nurse Educator, who prioritises resident care and enjoys seeing staff grow and thrive in their work.

Sheridan joined Vincent Court in November last year. As Clinical Nurse Educator, she loves connecting with the residents and ensuring staff are competent, confident and up to date with best practices and compliance standards.

What inspired you to pursue a career in aged care?

I'm drawn to roles where I can make a meaningful difference in people's lives and aged care gives me that opportunity every day. It's incredibly fulfilling to know your work directly impacts someone's comfort, wellbeing and sense of dignity.

What is your favourite part of a day at Vincent Court?

I love welcoming and onboarding new team members. It's important to me that they feel confident and connected to our values. Seeing them grow and thrive is just as rewarding as the direct care we provide to residents.

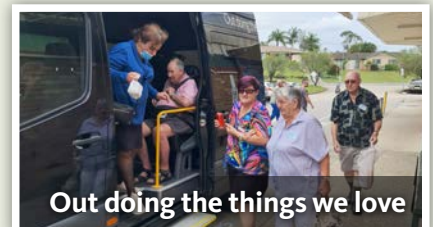
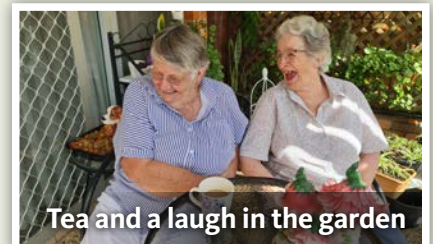
What do you enjoy most about supporting residents?

Listening to the stories of their lives, the experiences that shaped them and the wisdom they've gathered over time. I love hearing about their meaningful lives, the families they've raised, and how they've served their communities, built careers and overcome challenges.

Can you share a particularly memorable interaction you've had with a resident?

It was a simple walk outside in the garden, picking flowers together. As we walked, she shared stories about her children and her life. It was a lovely, genuine conversation and that moment of connection really stayed with me. It reinforced how important it is to take the time to connect with residents, not just provide care, but truly be present.

Favourite moments



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