

Neighbourhood *news*

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

April 2024

From the *Manager*



Alan Pretty

In this edition, I'm pleased to report that we are continuing our program of enhancements to our shared spaces and some private suites.

Upgrades to some ensuites are underway, along with the addition of new furniture in some of our lounge and dining rooms.

We have implemented a new medication management system, called Best Med, that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting.

As you'll read on page 2, 30 team members recently undertook a Dementia Australia education program at Vincent Court. This immersive training will help our team to support residents with dementia to live more confidently.

We continue to build and strengthen our team. We have various roles available, some of which don't require qualifications. If you know someone who might be interested, we'd love to hear from them.



Lunchtime *at Vincent Court*

Mealtimes are a great way for residents to connect and socialise

We love providing residents with opportunities to catch up with their neighbours in welcoming spaces. For Sister Cabrini and Margaret, coming together for lunch in the dining room each day has become a treasured routine.

"Lunch is always a happy time for me. I love to meet up with friends and eat delicious food. It's become part of my daily routine," says Sister Cabrini.

"Having lunch with friends, especially Sister Cabrini, means a lot to me, because I knew her before I moved to Vincent Court. Now, we've become even better friends. We've always got something to talk about, like what's going on in the world, what's happening at Vincent Court and updates on our families," says Margaret.

Both Sister Cabrini and Margaret say they love the variety of the home-style meals.

"All of the meals are just lovely. I can't think of a single meal that I haven't enjoyed! There's a lot more variety than I would be having at home on my own – I used to just stick to the same few meals all the time," says Sister Cabrini.

For Margaret, it's having everything homemade that makes all the difference. "I used to get frozen meals delivered, but here everything's cooked fresh. I enjoy all the meals, and I can ask for something different if I feel like it, such as a salad or sandwiches instead of a larger meal," says Margaret.

In the spirit of reconciliation, Vincent Court and its governing body acknowledges the Traditional Custodians of country on which Vincent Court is located, the Thunggutti and Dunghutti people.

We pay our respect to their Elders past and present.



Global award finalist *for Employee Wellbeing*

Apollo Care has been named Finalist in the 2024 'Innovation of the Year - Employee Wellbeing' category in the 12th Asia Pacific Eldercare Innovation Awards.



This achievement recognises, on an international scale, the effectiveness of Apollo Care's culture program that uses cloud-based technology to enhance staff wellbeing. This innovative approach has increased employees' sense of achievement and connectedness.

In addition to a happier and more engaged Apollo Care workforce, the other big winners from this strategy have been the residents! Thanks to our amazing team, Apollo Care residents and their families scored our communities in the top percentile (78% or greater) for psychological, emotional and spiritual wellbeing.



The three things Marion loves most about her Vincent Court home

1. The friendliness of the whole community.
2. The independence I enjoy so that I can keep doing what I love, like gardening.
3. The homely feeling of Vincent Court - I felt it from the first day I walked through the front door.



Renovation update

Vincent Court now boasts new furniture in some of our lounge and dining rooms, enhancing resident comfort in these shared spaces.

We are also in the planning stages of improving our Memory Support Household. Key staff, including our Care Manager, Nurses and Carers, and Lifestyle, Administration and Environmental Services team members, participated in a professional development course through Dementia Australia. Called Enabling EDIE, the course uses virtual reality technology to help our team see the world through the eyes of a resident living with dementia so they can better understand the condition and how to support them in every way.

The insights from this training will inform the brief for this refurbishment, which will include upgrades to the dining room, lounge and TV area, and new paint, flooring and furniture. It will also include a new multi-purpose space that will be styled with antique furniture. Styling ideas being considered include a piano, a quiet library space and glass display cabinets filled with vintage objects

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.

Notice *board*

Special events!



Mon 6th May

Mother's Day High Tea

Sun 12th May

Mother's Day

Tues 21st May

Volunteer's Special Morning Tea

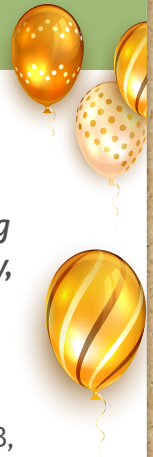
Tues 28th May

Cancer Council's Biggest Morning Tea

Birthday wishes!

Happy birthday to residents celebrating their special day during January, February, March & April:

Sandra G, Ilse C, Irma B, Dawn B, Marion A, Shirley B, Don C, Corinne B, Bert B, Coby R, Glenda G, Ruth H, Maurine B, Rita O, JJ W, Elizabeth D.



Beautiful feedback from our families

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

"Alan has been living at Vincent Court for the past 18 months. In that time, we have found all the staff to be so wonderful, going above and beyond on many occasions. Our entire family is extremely grateful to them all!"

Wife of resident

Message from *Father James* Macleay Valley Parish

Having recently celebrated Easter, we are filled with joy having experienced the love and special care present in the Vincent Court family.

For Catholics, the joy of celebrating Jesus' resurrection on Easter Sunday is so great that we celebrate it festively for a whole week afterwards, and now journey towards the Ascension of Jesus into Heaven and the outpouring of the Holy Spirit at Pentecost. May the fruits of the Holy Spirit - love, joy, peace, patience, kindness, generosity, faithfulness and gentleness – continue to flourish and nourish us all on our journey.



Favourite moments



Staff profile



Meet Teresa, our experienced Care Manager who's returned home!

Teresa always wanted to become a Nurse to be able to provide the best quality care for people.

After starting her career as a Personal Care Worker at Vincent Court, Teresa gained her Registered Nurse qualification and spent the last 24 years as an RN at NSW Health. Wanting a different challenge, she's recently returned to Vincent Court to apply her valuable skills and experience to residents.

What do you think makes Vincent Court so special?

I think anyone would agree it feels very warm, welcoming and family orientated from the moment you arrive. Every morning when I come to work, I feel happy and just love being here. We're all one big family.

What do you love most about your role?

I love that we really strive to make Vincent Court feel like home for residents and take the time to get to know each of their unique needs. I oversee all the clinical care and work closely with staff to ensure we're tailoring our approach and providing holistic care for every individual. I'm really supported to make positive change and I love that I can make a difference to residents' lives.

How would you describe your team?

We're always working to improve our care as a team and find better ways to work together. All staff go above and beyond to provide the best quality care for residents. We all have designated roles, but we always step in to help each other whenever needed – putting the care of residents first above all else.

Vincent Court's *Quality & Safety Report*



Apollo Care is committed to using best-practice 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.

April 2024 update: Feedback & Complaints

Apollo Care values feedback in all its forms, including compliments, suggestions and complaints. We use feedback to understand what we are doing well and to improve the care and services we provide.

We try and make it as easy as possible to *provide feedback*



We try and make it as easy as possible to provide feedback - you can email us at info@vincentcourt.org.au, fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located outside the Manager's office), or simply provide your feedback to any member of our team.

Alternatively, you can visit www.apollocare.com.au and follow the prompts to submit your feedback, in confidence, to Apollo Care's Chief Governance Officer.

During the last quarter, Vincent Court received 10 items of feedback, including one compliment, one suggestion and eight complaints.

The compliment received related to care and services, and the suggestion related to laundry services.

Thank you for taking the time to recognise what we are doing well. The Vincent Court team really appreciates it!

The eight complaints we received during the quarter related to catering, care and services and laundry services. Every complaint is logged and investigated, and serious complaints are escalated to Apollo Care's Chief Governance Officer.

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.



Enjoying a pub lunch – Vincent Court style

In February, we took 17 excited residents (that's three busloads!) out for lunch to the local pub, at their request – and what a fabulous outing it was!



Quickly becoming the noisiest group in the room, the residents had a wonderful time socialising, sharing jokes and laughing while enjoying their delicious meals, like fish and chips, Caesar salads, chicken wings and schnitzels.

And while these meals are all on offer at Vincent Court, it was a joy for residents to eat out and connect with others in their local community.

Choosing from the menu and ordering at the counter were highlights, although many were surprised at how much food prices have risen! Our volunteers were a huge help in supporting our team members to provide such an enjoyable experience for the residents. The outing was a big success, and the pub can't wait to have us back!

We love supporting residents to look and feel their best



And so does our lovely hairdresser, Sara!

In Vincent Court's welcoming and comfortable hair salon, residents can enjoy all the usual services, including colour treatments, perms, wash, style cut, blow dry and set.

Appointments are available every Friday from 9.30am to 3.00pm, but be sure to book in using the Appointment Book at Reception. The salon becomes a busy and social place to be on a Friday, with residents enjoying a chat together while waiting to be pampered!



Vincent Court Church services and gatherings

Vincent Court residents and their families are always welcome to join our regular Catholic services and Anglican Church gatherings.

Catholic Mass:

Held in our on-site Chapel by Father James from the Macleay Valley Catholic Parish every Thursday at 10.00am. Morning teas with Father James held in our covered courtyard on the first Thursday of each month.

Anglican Services:

Morning tea gatherings and prayers held in our Recreation Room by Father Jesse from All Saints Anglican Parish each month: Wed 29th May, Tues 25th June, Tues 23rd July, Tues 27th August.