

Neighbourhood *news*

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

November 2024

From the
Manager



Alan Pretty

Here we are about to head into the summer festive season again!

Christmas is a fun and busy time for Vincent Court residents and staff, and we love sharing many special Christmas traditions here.

We'll be posting these on our Facebook page, so make sure you follow us to see all the activities and outings.

We always support residents to maintain connections with family and friends - especially at this time of year.

Loved ones are encouraged to join residents for Christmas lunch or other meals at Vincent Court for a small fee, or take residents for outings or family celebrations.

To ensure a smooth process, please advise Reception so our care teams can be prepared to support everyone's plans.

From everyone at Vincent Court, we hope you have a very happy and safe festive season.



It's *summertime* at Vincent Court

Nothing says summer quite like a garden in bloom. So, when the weather started warming up in Kempsey, residents from Vincent Court decided to set off to Bunnings with the Lifestyle Team to stock up on seedlings, tools and potting mix.

Since then, the gardeners have been embracing the summer sunshine and planting the new arrivals. They've been busy pruning, watering and enhancing our outdoor spaces to be inviting gardens that can be enjoyed by all.

Resident and avid gardener, Maureen, is touched that residents and staff are getting as much pleasure from the colourful flowers as she is. Residents living in our Memory Support Household recently went on a walking tour through her garden, stopping to smell the flowers and admire her work.

Des is also a keen gardener and can be seen outdoors regularly watering the plants. He proudly reports daily on the progress of his vegetables.

Manager, Alan, says gardening offers many benefits. "Aside from the rewards of growing flowers or vegetables, residents are engaging in physical activity while they foster friendships and trade gardening tips and tricks. And just being outside in the fresh air and morning sunlight promotes wellbeing and helps increase vitamin D."



Introducing our *Resident Wellbeing Program*

In October, Apollo Care held our inaugural Resident Wellbeing Forum in Brisbane, where Michelle Douglas, Lifestyle Team Leader, and Father James Foster, Macleay Valley Parish Priest were in attendance.

This marked the start of an innovative, national initiative aimed at enhancing residents' ability to live their way, with more meaning, enjoyment & comfort in their daily life – whatever that looks like to them.

Championed by CEO Stephen Becsi OAM, the initiative brings together Apollo Care's National Spiritual Care Lead, Wayne Knapp, and newly appointed National Lifestyle Lead, Marianne Naughton, together with Church leaders, Lifestyle team members, and Spiritual and Pastoral leaders from Apollo Care communities.

This is an exciting development in our journey towards creating Lifestyle and Spiritual Care programs at each community that go above and beyond the requirements of the Aged Care Act.

Apollo Care will launch a new National Steering Committee in 2025 to guide the development of this initiative and we look forward to providing regular updates on its rollout.

Caption: (L-R) Sue Jauncey, Appellon; Wayne Knapp, National Spiritual Care Lead; Michelle Douglas, Lifestyle Team Leader (Vincent Court); Jordan Mackley, Lifestyle Officer/Pastoral Care Officer (Yackandandah Health); Marianne Naughton, National Lifestyle Lead; Tony Sullivan, Pastoral Care Worker (Bundaleer); Nadia Predan, Lifestyle Officer (Charingfield); Father James Foster, Macleay Valley Parish Priest; Ken Mobbs, Spiritual Care Leader (PresCare Maryborough); Kasey Petty, Activities Team Leader (Tenterfield Care); Stephen Becsi OAM, Apollo Care CEO; Linda Rowley, Lifestyle Officer (The Bays Aged Care)

Three things I love

The three things resident, Des, enjoys about the Lifestyle Programme at Vincent Court:

1. The bus trips to Bunnings – I love getting out in the community.
2. The Men's Group – it's great to have a beer and play pool with the boys.
3. Playing bingo – I give my prizes to the staff to say thank you for all they do for me.



Christmas on Facebook

At Vincent Court, we're excited about all the festive activities, outings and celebrations planned for 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.

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 on the right.





Notice board

Birthday wishes!



Happy birthday to residents celebrating their special day in September, October, November & December:

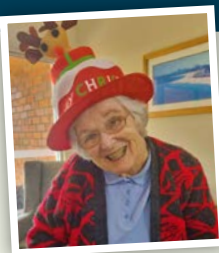
Graeme D, Rhonda Mc, Ron G, Hilda W, Janice S, Fred C, Sr Cabrini, Alan S, Clare N, Rita Mc, Rex F, Brian B, Mitch M, Dianne S, Noel P, Pat B, Michael B, Judith F, Margaret H, Warwick P, Christa B, Merle M, Teresa C, Alma E, Doreen C, Yvonne S, Michael W, Brian H and Bernadette J. And, an extra special congratulations to Thelma E who will be turning 103 in December.

Special events!

Mon 9th Dec	Volunteers' Christmas morning tea
Thurs 12th Dec	Residents' Christmas party
Wed 25th Dec	Christmas Day
Tues 31st Dec	New Year's Eve



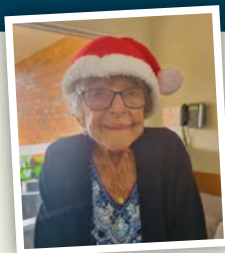
What we're looking forward to *at Christmas*



Sister Cabrini says Christmas is a big spiritual and family event. "It's wonderful that Vincent Court allows us all to follow our own beliefs and celebrate as we'd like to."



Alma loves the cheerful atmosphere amongst residents and staff. "I'm also looking forward to joining my sister and brother-in-law for Christmas lunch and spending time with family."



Marion loves Christmas at Vincent Court and is particularly looking forward to the bus drive to see the lights and the special shirts the staff wear.

"What a joy and blessing to celebrate Christmas at Vincent Court which is founded on over two thousand years of Christian vision and witness committed to love, compassion, care, sensitivity, support and justice for all people. This Christmas, let us give thanks for the wonderful family atmosphere enjoyed at Vincent Court. Let us also give thanks for the gift of each other, especially those who love and care for us, and those we love and care for."

Father James, Macleay
Valley Parish Priest

Favourite moments



Above & beyond

Recognising our dedicated volunteers

At the heart of our Vincent Court community are some incredible individuals – a group of volunteers who dedicate their time, energy and compassion to enhancing the lives of residents.

Manager, Alan, says the volunteers are an integral part of the family, bringing their own special joy, support and friendship to residents and staff.

‘Queen’ Bea works as a volunteer four days a week and loves her interactions with the residents. “I get so much more out of it, than I put in,” she says. “The love and friendship from the residents and staff is so special.”

Other volunteers help assist with group activities, one-on-one interactions, cook the delicious monthly barbeque, provide pastoral care and drive the bus for outings.

“Our volunteers enjoy coming to Vincent Court, and we’re so grateful to have them,” Alan says. “They build friendships with the residents, support them and help them feel at home.”



Morning tea with Father James



Bus trip to Bunnings



Fashions on the Field, Melbourne Cup



Oktoberfest



Visit from the Golden Oldies



Sister Cabrini turns 90!

Quality & Safety Report:

Quality Improvement Projects



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, 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.

November 2024 update: Quality Improvement Projects

Apollo Care is committed to continuous quality improvement of its care and services. Opportunities for improvement arise from resident, client and family feedback, including complaints and suggestions, from audit and quality monitoring activities, and from incident and hazard data.

Some of the quality improvement projects underway at Vincent Court include:

- Improving residents' access to timely general practitioner services by utilising diagnostic telehealth systems in partnership with Healthy North Coast
- Vincent Court participated in Apollo Care's inaugural Spiritual Care Retreat held in Brisbane attended by Lifestyle Leads, Pastoral Care Workers and Spiritual Care Workers
- Along with all Apollo Care communities, Vincent Court is part of a newly established Lifestyle Governance Committee that is implementing our new Everyday Wellbeing Program
- Enhancing the nutritional needs of residents in partnership with a Speech Pathologist and Dietitian
- Implementing Clinical Team safety huddles to reduce incidences such as falls

Achieved full



Aged Care Accreditation
at every community

Grew permanent workforce

in our regional communities by avg



providing even more
consistent care to residents

Celebrated



400

inspiring examples of **excellent care** each month through our **staff engagement program**

Invested \$8M+



in new resident suites & refurbishing living spaces
across 7 communities

Launched an innovative wellbeing program



to enhance residents' ability to
live their way, every day

Invested in the
future of regional aged care



by improving the financial
sustainability
of our communities by avg 28%

Here's how Apollo Care, now 12 communities strong, has supported Vincent Court this year:

Our care:

- Our overall Star Rating on My Aged Care increased from 3 to 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves safety and quality, and further streamlines resident care with electronic scripts, ordering and charting
- Launched our innovative Everyday Wellbeing Program for residents

Our team:

- We've welcomed over 48 new staff to our team, including 2 Registered Nurses and 2 internationally qualified Nurses from overseas, and 8 local trainees
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Vincent Court
- We leased 2 houses to provide affordable accommodation to new staff

Our community:

- In addition to refurbishing the final 6 of 18 resident suites in December 2023, we have commenced the first stage of upgrading our Memory Support Household and begun preliminary works to the Administration area



Together, we're making Vincent Court an even better place to live and work