

Neighbourhood news

Our latest news and favourite moments



VINCENT COURT
AGED CARE COMMUNITY

July 2021

From the Manager



Sara Campbell,
Clinical Leader

Welcome to the first edition of our new-look newsletter that we've called Neighbourhood News! I know it's been a while since we've released a newsletter, so there's lots to share in this edition.

We've been working closely with Apollo Care during the transition phase, and it's been a very positive and smooth process on all fronts. You can read about all the plans and happenings in Apollo Care's update.

As part of the transition, Apollo's Marketing team has been working on a new website and Facebook page that will better showcase the things that make Vincent Court so unique, one of which is the way our community is more like a family home. Each wing feels like a household, and together, our seven households form a vibrant neighbourhood.

We'll soon return to calling our wings by their official house names (e.g. B Wing will again be known as Banksia House). We all think this will further increase the sense of belonging we all share.



Celebrating our Coffee Shop 'Queen' Bea

Bea symbolises everything that makes our volunteers so wonderful.

Originally from Sydney, Bea moved to the Macleay Valley region in 1985 where she began volunteering with the Catholic Church and St Vincent de Paul. Even when she worked full-time at Telstra for 17 years, she still made time to continue her volunteering work and has been helping our Vincent Court community for the past nine years.

What do you do here? I come four days a week and run the Coffee Shop in the mornings and some afternoons I take residents out on shopping trips. I'm also part of the Pastoral Care team so I offer emotional support to residents and bring Mass to them if they're unable to come to our Chapel.

How would you describe the Coffee Shop? It's the pulse of Vincent Court! All of us have so much fun at the Coffee Shop – the residents, their families and the staff, too. We play music and people get up and dance, and it's become a favourite place to connect. So many residents enjoy their morning ritual of stopping by and having a coffee or a milkshake and something delicious from the kitchen. The Coffee Shop is part of their day and part of their home.

What do you love most about Vincent Court? I'd have to say it's the genuine connection and bond between the residents and the people who work here. I can't speak highly enough of our team - they go out of their way to make sure each and every resident feels safe, happy and comfortable, just like they would at home.

Why is this role so important to you? The people here are like family to me. I always feel so appreciated, but I view myself as the lucky one. Just being able to help them and spend time with them is so special.



An update from *Apollo Care*



Barry Ashcroft, Chief Operating Officer

I'm excited to share an update on how Apollo Care has been working with your Vincent Court team towards making your community an even more special place to live and work.

Care Team: Apollo's Chief Governance Officer, Kylie Radburn, is working closely with Sara to enhance quality assurance, systems and procedures to better monitor care and services.

Food Service: Apollo's consultant Executive Chef, Martin, has reviewed the food service at Vincent Court and confirmed what we all knew – the food here is excellent! Apollo Care will be providing additional support to the Hospitality team, including extra kitchen equipment. Look out for Apollo Care's Chief Operational Services Officer, Dani, who will be spending time with the Hospitality team in coming weeks.

Recruitment: Our Human Resources partner, Julianna, has been helping us recruit a new Manager and some additional Carers. We hope to be introducing these new staff members to everyone at Vincent Court as soon as possible.

Refurbishments and Gardens: One of the most exciting projects we've been working on is enhancements to the interior and outdoor spaces of Vincent Court. You might have seen our Building Project Manager, David, walking the halls recently. He is leading a team that is planning a range of upgrades, including the location of a new laundry. Our specialist Gardeners, Hayden and Steve, have also visited recently and are now planning ways to make the outdoor spaces at Vincent Court more interactive for residents. This team has previously won an award for their garden designs in aged care, so we're really excited to be able to introduce them to Vincent Court.

Information Technology: Our IT team is working behind the scenes to transition Vincent Court across from the St Agnes IT systems to Apollo Care.

I look forward to sharing more updates with you in the next newsletter and visiting you all again as soon as state boundary restrictions ease.

Our very own bus – coming soon

We're thrilled to announce that Vincent Court will soon take possession of its very own bus!

This 12-seater fully featured Mercedes Benz Sprinter is wheelchair friendly and air-conditioned. It will be wrapped in a custom-designed decal so everyone in Macleay Valley will know we're coming! We're sure everyone will be looking forward to regular, comfortable trips and outings around this beautiful region.



Feedback



Feedback from residents and families is important to us because it helps us improve and make positive changes.

We also love hearing when we are doing something well.

You can provide feedback in these 3 ways:

1. Tell us in person
2. Complete our feedback form and either place it into our feedback box or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au

Notice board

Birthday *wishes!*



Happy birthday to everyone who has celebrated their special day over the past 6 months.

We've loved being able to celebrate these occasions at our Birthday Morning Tea with Marie Rose entertaining us all.



Out and about

Residents have been enjoying going on outings around our beautiful local area. We've been out and about on scenic drives, shopping trips and visits to local lunch spots. Everyone is very excited that Vincent Court will soon be getting its very own bus! We look forward to even more outings in the near future.

Special events



VINCENT COURTS COUNTRY & WESTERN BALL

Postponed to
Thursday 22nd July 2021

2.00pm

Recreation Centre

Entertainment-Graham Kesby

So get your cowboy or cowgirl outfits ready
and join in the fun.



Coffee with a friend is like happiness in a cup



My Country

By Dorothea Mackellar

I love a sunburnt country,
A land of sweeping plains,
Of ragged mountain ranges,
Of droughts and flooding rains.
I love her far horizons,
I love her jewel-sea,
Her beauty and her terror -
The wide brown land for me!

Core of my heart, my country!
Land of the Rainbow Gold,
For flood and fire and famine,
She pays us back threefold -
Over the thirsty paddocks,
Watch, after many days,
The filmy veil of greenness
That thickens as we gaze.

An opal-hearted country,
A wilful, lavish land -
All you who have not
loved her,
You will not understand -
Though earth holds
many splendours,
Wherever I may die,
I know to what brown country
My homing thoughts will fly.



Resident profile



June Hallett, resident in Camelia House - by Jacki Lemoine

June Hallett (nee Brenton) was born in Kempsey in June, 1931. With no maternity hospitals in the area back then, she arrived in her family home on Cameron Street. June has fond memories of holidaying with her brothers and sisters at Crescent Head as a child, first staying in a tent on some land they owned, before her father built the family a two-bedroom house. At school, June loved running and playing hockey and she went on to complete a course in bookkeeping.

It was when she was working as a bookkeeper for a milking machine mechanic at aged 17 that she met her future husband, Bruce. They married on 18 March, 1949, and lived in a house they built in Tabrett Street where they raised three daughters and one son.

As well as working in an office role for a bakery, June bred dachshund dogs, canaries and finches. She still misses her animals and birds but takes comfort in the regular cuddles she has with Vinnie here at Vincent Court.

June is a much-loved member of our community and enjoys chatting with her friends and joining in many of the activities and bus outings.