

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

December 2024

From the Manager



Lucy Rowe

As we approach the end of 2024, I'm reflecting on all the milestones we've achieved together at Harden Grange.

The local demand for aged care suites here continues to remain high, showing just how valued Harden Grange is to the local region. To service this demand, we have successfully grown our permanent workforce, and residents are benefitting greatly from being cared for by a consistent team.

Our award-winning employee wellbeing program is further enhancing our working environment, making Harden Grange an even more welcoming, happy and positive workplace. Apollo Care's investment in technology continues to increase efficiency, enabling staff to spend more time with residents delivering tailored and holistic care.

We're all looking forward to celebrating Christmas! Follow us on Facebook to see all our special events and festivities.



Welcoming summertime at Harden Grange

Nothing says summer quite like a garden in bloom. So, with the weather warming up, new resident and passionate gardener, Lynne, is inspiring other residents to embrace the sunshine and get busy in our outdoor spaces.

Focussed on beautifying the gardens in the Memory Support Unit in time for Christmas, residents and staff have been pruning, watering, weeding and planting to create inviting areas that can be enjoyed by all.

Lynne is delighted that she can continue to connect with a hobby that has given her so much joy over the years and is looking forward to sitting in the shade of a tree with her husband and admiring her work.

"My love for gardening started early", she says. "As a child I used to enjoy spending weekends outdoors with my father, watching, learning and helping him grow plants."

"Gardening brings me so much pleasure and keeps me strong. I've made many friends through gardening, and at Harden Grange, I'm enjoying getting to know the residents as they stop for a chat while I'm tending to my flowers."

Manager, Lucy, says it's wonderful to see the residents embracing the gardens. "Aside from the rewards of growing beautiful flowers, the companionship, fresh air, exercise and morning sunlight are so important to everyone's wellbeing."



Introducing our Resident Wellbeing Program

In October, Apollo Care held our inaugural Resident Wellbeing Forum in Brisbane.

This marked the start of an innovative, national initiative aimed at enhancing residents' ability to live their way, with more meaning, enjoyment and 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.

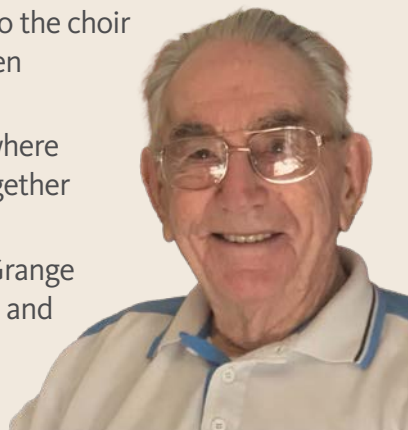
Apollo Care will launch a new National Steering Committee in 2025 to guide the development of this initiative and we look forward to providing regular updates on its rollout.

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

Resident Andy's favourite things about the Lifestyle Program:

1. The musical concerts – I love listening to the choir and musical entertainers. It's lovely when everyone joins in to sing familiar songs.
2. The special morning teas and lunches where residents, families and friends come together to share good food and fun times.
3. Getting out and about on the Harden Grange bus – we go to many different locations and events. It's great meeting people and feeling part of the wider community.



Christmas on Facebook

At Harden Grange, 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. 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
4. Complete a short Care Rite survey about the wellbeing of residents by scanning the QR code.



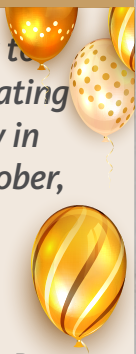


Notice board

Birthday wishes!

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

Frank T, Gloria S, Pat A, Ann-Maree B, Jean S, Norm S, Michael C, Elke M, Ray F, Lauris D, Judith G, Peter L, Bill W, Marion C.



Special events

Fri 6th Dec	Christmas Carols with the Sing Australia Choir
Tues 17th Dec	Residents & families Christmas Party
Wed 25th Dec	Christmas Day
Tues 31st Dec	New Year's Eve



What's on the menu this summer?

Residents can look forward to delicious, nutritionally balanced meals over the coming months, incorporating fresh, seasonal fruits and vegetables.



The menu is prepared by Chef Doug with lots of input from the residents. "I regularly chat to the residents and always aim to include their special requests that change depending on the season," he says. "For these warmer months, the menu will feature lighter meals in the evening, with additional options of fresh salads and made-to-order sandwiches."

Residents are treated to delicious goodies baked fresh daily and they are very fond of the dessert trolley. "It's very popular, and packed with choices so that residents can select what they like or even sample a little bit of each," says Doug.

What I'm looking forward to at Christmas

Christmas is a time for reflection, celebration and being together with loved ones. For resident Tony, Christmas is a very special and spiritual time. "I like to remember and celebrate the true meaning of Christmas. It's a wonderful time of joy and festivities. I look forward to attending Catholic Mass, exchanging gifts, and spending time with family and friends."



Above & beyond Recognising our dedicated volunteers

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

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

Volunteer Heather says she looks forward to her weekly meetings with friends at Harden Grange. “We discuss all sorts of topics, and share our thoughts, experiences and knowledge. We all benefit from the interactivity and friendship,” she says.

“We have been looking at the season of summer lately as the days are definitely warming up. We laughed at jokes, tapped our feet to some summer songs, wrote our own summer poem and swapped stories about our favourite memories of summer.”

Some volunteers assist with group activities, provide Catholic Mass services and drive the bus for outings. Others provide regular musical entertainment and pet therapy with farm animals.

Manager Lucy says volunteers make a very valuable contribution to Harden Grange. “They really enjoy coming here, and we’re grateful for their enthusiastic support. They build genuine friendships with the residents, help them feel at home. They are wonderful people!”

Favourite moments



A visit from the Harden Murrumburrah Fire Brigade



Murrumburrah Horse Riding Club visits Harden Grange



Residents from our Memory Support Household enjoy a scenic bus outing to Boorowa



Melbourne Cup



Getting out and about on our bus!

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 Harden Grange include:

- Improving communication and handover processes
- Along with all Apollo Care communities, Harden Grange is part of a newly established Lifestyle Governance Committee that is implementing our new Everyday Wellbeing Program
- A number of staff have enrolled in Dementia Australia's Demonstrating Dementia Leadership course to further support residents in our Memory Support Household
- Streamlining our process for ordering clinical and non-clinical products to ensure we use our resources wisely

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**

Every care worker uses an all-in-one mobile device

to deliver accurate, tailored care to residents



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 Harden Grange this year:

Our care:

- Our overall Star Rating on My Aged Care has stayed 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 31 new staff to our team, including 4 Registered Nurses from overseas and 4 local trainees.
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Harden Grange.

Our community:

- We've invested in a custom-wrapped bus for resident outings
- Harden Grange has stayed proudly local, guided by a Board that reflects the unique needs of the Hilltops Region



Together, we're making Harden Grange an even better place to live and work