

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

August 2024

From the Manager



Lucy Rowe

Our new custom-wrapped bus is here!

We can't wait to head off on adventures around the beautiful Hilltops region. We have trips planned to Wombat and to see the bright yellow canola fields around the local area, and there's no shortage of other bus trip ideas.



Our successful recruitment efforts mean we have recently welcomed new members to our team. The launch of our innovative Workplace Wellbeing program supports our staff with practical tools to promote a supportive and inclusive environment for residents and staff, and is helping to make Harden Grange an employer of choice in the Hilltops.

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



Connection, conversation and cooking

Harden Grange residents are embracing their new Cook N Look program, enjoying the opportunity to connect with each other and contribute to their household.

Regularly, residents can be seen assisting Chef Doug and the Catering team, peeling and chopping vegetables for soups and casseroles, rolling and shaping biscuits, or making slices and cakes.

Chef Doug and the team ensure the activities are adapted to the abilities of the participants and are carried out safely and hygienically, while residents connect with each other, share stories and reminisce about favourite recipes.

For resident, Corrine, being part of this group is an activity she really looks forward to. "I've always enjoyed cooking, and it's lovely that I can continue this at Harden Grange. When I cook, it makes other people happy."

Lifestyle Officer, Joanne, says the program is very popular and it provides noticeable benefits, particularly to residents living with memory support needs. "It gives participants a strong sense of purpose and provides the opportunity to re-connect with a familiar pastime. They really enjoy working together to produce delicious food that is valued by the whole community. The sounds and the smells coming from the kitchen when they're busy are incredible!"

Making our meal service come to life

A new software solution, called Simple Foods, is improving mealtimes for residents and the Catering team at Harden Grange.

The system enhances the meal ordering experience for residents. Instead of reading or listening to menu options, residents can whet their appetites by viewing enticing images of the choices on offer. They can instantly understand and select the meal that most visually appeals to them. Importantly, Simple Foods ensures that staff are up to date with residents' changing meal preferences and diet requirements by automating the management of allergens, texture modifications and particular likes and dislikes.

The Catering team is also reaping the benefits with easier planning, preparation and personalisation of food options. This ensures they can provide residents with consistently high-quality meals while also meeting food safety and compliance requirements.



More community stories

Like to know more about daily life at Harden Grange?

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.

A special kind of magic

Wednesday mornings are a very special time at Harden Grange. Our main lounge room is filled with chatter and laughter as children from Murrumburrah Public School arrive to visit their older friends.

Harden Grange's popular intergenerational program bridges the gap between these two generations, helping participants form special bonds and friendships.

The children and residents enjoy playing games and puzzles, colouring in and reading stories together, and each visit is followed by a delicious homemade morning tea. During these regular interactions, residents can be seen playing, laughing and enjoying the spirited joy that children bring to the home environment.

Manager, Lucy, says bringing these groups together provides both generations with a valued opportunity to share knowledge and learn from each other. "It's so uplifting to see how much fun the children and residents have during these visits!"



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

Special events



Wed 28th Aug

Father's Day BBQ

Friday 6th Sept


Bus outing to the Canola fields & picnic lunch

Monday 14th Oct

Bus outing and lunch to Cootamundra

Birthday wishes!

Happy birthday to residents celebrating their special day in May, June, July and August:



Anne M, Corrinne D, Edie S, Marie R, Kathleen M, Ray L, Jeanette H, Joy R, Allan F, Stella P, Andy A & Carmel H.



Empowering memory care residents

Our Lifestyle team is introducing a new approach aimed at enhancing everyday life for residents living with memory support needs.

The approach, based on Montessori principles, encourages and supports residents to engage with their living environment in meaningful ways despite the challenges of dementia. Sensory boxes filled with familiar items and stimuli, such as music, will be used to evoke memories and create a sense of calm. Additional activities, such as cooking, folding clothes, setting the table and gardening, will help residents connect with familiar tasks and feel empowered, maintaining a sense of purpose.

Beautiful feedback from families

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

"All the staff at Harden Grange are so polite and helpful. I have been very impressed with how much time they spend talking with my brother just like he's their friend. Harden Grange is a fantastic place."

Resident's sister

Favourite moments



The Melbourne Cup visits Harden Grange!

It was a thrilling day when residents received a visit from the 2024 Melbourne Cup and were able to hold and feel the weight of one of Australia's most iconic trophies.

Harden was one of only 39 destinations across six countries selected for the 2024 Lexus Melbourne Cup Tour, and residents loved being a part of the prestigious event that brought the community together.

Resident, Bev, declared it was the best day of her life!

Those attending had the opportunity to hear from Greg Miles, renowned sports broadcaster, who called the race for over 35 years, and many recognised his voice!

The special visit was organised by Harden Pony Club Administrator, Courtney Jones, a pet therapy volunteer at Harden Grange who is always looking for opportunities to enrich the lives of residents.



A visit from a gorgeous bunny



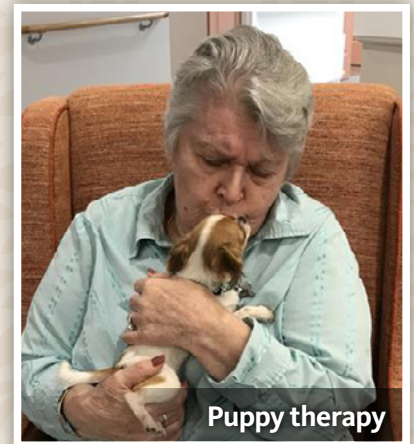
Making bird houses



The Harden Grange team



Swapping stories



Puppy therapy



Care Manager, Marilyn, tries out our new bus!



Stella holds the Melbourne Cup with Care Manager, Marilyn

Harden Grange's Quality & Safety Report



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.

August 2024 update: Incidents & Hazards

Apollo Care monitors incidents and hazards closely to ensure a safe work environment for staff and a safe care environment for residents. In this newsletter, we are focusing on falls and major injury.

Resident safety and wellbeing are our top priorities, however, we understand that risk is a part of everyday life.

We support residents to live life their way, even if some personal choices may involve a degree of risk. This is called dignity of risk. While we do everything possible to identify, assess and minimise any chance of falls, we aim to do this in a way that balances a resident's wish to be independent and mobile.

We work with residents and their loved ones to ensure everyone understands any risks so they can make informed decisions.

Focus area: falls

In the January – March 2024 quarter:

17% of residents experienced one or more falls (14% below the national average), and 0% of residents experienced a major injury from a fall (2% below the national average).

In the latest April – June 2024 quarter:

this reduced to only 10 residents experiencing one or more falls, and no residents experiencing a major injury from a fall. (National comparison data is not yet available.)

Continual Improvement

We are continually looking for ways to reduce the likelihood of falls. We have recently implemented daily individualised balance and exercise classes with Lifestyle and Physios, technology to provide early alerts to staff about movement changes, and education about falls prevention to staff, residents and family.



Staff profile



Meet Jessica, our Service Support Worker contributing to a homely environment

Jessica joined our Harden Grange team when we opened the doors two years ago and she loves making sure residents are comfortable and feel at home.

As a Service Support Worker, she helps create welcoming spaces, ensuring the households are clean, bedding is laundered, and that the residents enjoy freshly washed and pressed clothing.

What do you love about Harden Grange?

The team is lovely and we all work together to create a friendly atmosphere for everyone. I love being able to have conversations with residents as I go about my tasks. They always have something interesting to say.

How do you make a positive difference to residents?

I can see that residents appreciate having their laundry back on time and having a perfectly clean and tidy home every day. But I can also see they appreciate me taking the time to engage with them and show them love and respect.

Do you have any advice for others considering working in aged care?

Go for it! It's such a satisfying role and you learn a lot being around the elderly. Harden Grange is a fantastic place to work. We are a team that's more like one big, happy family.



Three things I love

The three meals Frank enjoys most at Harden Grange

1. Chef Doug's lamb's fry and bacon - I remember eating this for breakfast, lunch and dinner years ago!
2. The casseroles – they're always so flavoursome and tender.
3. Sausage and cabbage – Chef Doug makes this especially for me! Everything Doug cooks makes me feel at home.

Feels like family

Tracey from the Admissions team says she loves the homely environment and the caring team at Harden Grange.

“I love making a difference to the residents' lives. My favourite part of the day is when I'm interacting with them. They have amazing stories! It's so great to see them smiling and enjoying their days!”