Neighbourhood news

Our latest news and favourite moments

Tenterfield Care
AGED CARE COMMUNITIES

September 2024

From the Manager

Sunita Sharma

I'm thrilled to join Tenterfield Care as the permanent Residential Service Manager.

I'm so impressed with the welcoming feel of Haddington and Millrace. It's been lovely to meet residents and families, and I look forward to getting to know you all better in coming months. I've settled into a routine of greeting residents at their breakfast table, and joining them for a chat over afternoon tea, and I'd like to assure everyone that my door is always open. I welcome engagement with everyone connected to our communities.

I've also enjoyed getting to know the team, and I applaud the dedication and care they show residents, and each other.

Tenterfield reminds me of the small, close-knit town where I grew up, called Salford in England. These two places share the same sense of community where locals look out for one another, so it feels like I've come home.

Lunchtime at Tenterfield

We love providing residents with opportunities to catch up with their household neighbours in welcoming spaces, and mealtimes in the homely dining rooms at Haddington and Millrace are a great chance to gather together to share news and conversation.

"I look forward to lunch every day at Haddington. It's a lovely time to talk and catch up with new and old friends," says Fay. "The dining rooms here are quite social, and our group always has a spirited conversation over our meal."

Resident, Annette, agrees. "I really love the social side of lunchtime because I share a table with lovely neighbours who have become my friends."

For Col, it's the freshly cooked hot lunch that sees him making a beeline for the dining room each day. "The meals are delicious and there's plenty of variety. I'm especially fond of the roasts and the fish and chips. The desserts are pretty amazing, too," he says.

The residents at Millrace feel the just same.

"I enjoy eating in the dining room very much," says one resident. "The meals are delicious, and we not only enjoy socialising with our neighbours, but also the staff, who are always on hand to make sure we have everything we need. It's just a very happy time of the day at Millrace."

Our two new Households open soon!

In exciting news, we can announce that Haddington's two new Households will be completed in November this year, providing an additional 28 private suites for locals aging in our community.

Each Household has a shared lounge room, and residents will be able to enjoy a large central dining room with a fireplace and island bench, a new activity room, and outdoor landscaped courtyards.

Using a classic, country-style interior design scheme with heritage colours, VJ panelling, fireplaces, warm pendant lighting and comfortable furniture, the Households will have a homely feel that reflects the character of our historic town.

We are inviting local artists, photographers, stylists, shops and organisations, including the Tenterfield and Districts Historical Society, to contribute to the look and feel of these Households by adding additional homely decor.

We all look forward to welcoming new locals to enjoy living at Haddington very soon. We're planning a special opening event, and we will share details of this event in the coming weeks. We'll also be offering tours for residents, families and members of the community.

Naming our new Households

Now that the building program is nearing completion, we've embarked on the naming of our two new Households.

Residents decided to name them after well-known trees prominent around the local area. Suggestions included Wattle, Willow, Cork, Elm, Bunya and Pin Oak, but Wattle and Willow were the winning names! Wattle Household will feature a green colour scheme, and Willow will feature a blue colour scheme.

More community stories

Like to know more about daily life at Tenterfield Care?

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.

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 4 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

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

Notice Board

Special events

TBC	Morning tea at Bald Rock
TBC	Cooking sausage rolls
Friday 18th Oct	Seniors Week – Ukulele Orchestra and coffee van
Tuesday 5th Nov	Melbourne Cup event
Monday 11th Nov	Remembrance Day service with local RSL branch

Birthday Wishes!

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

Phyllis B, Elma C, Mary C, Marg K, Jean C, Kathy L, Audrey S, Collen M, Laura B, Heather L, Aileen H, Joanne Y, Gillian V, David M, Rodney H, John S, Pat P, Doreen S, Nellie C, Joy N, Eileen B, Mary S, Frank Q, Ellen W, Elizabeth S, David W.

Tenterfield Care Centre has gone cashless

Tenterfield Care is now using Capital Guardians to safely manage purchase transactions for residents.

This secure online system holds money for residents' everyday purchases and this has significantly reduced the time spent by families, carers and administration staff managing cash transactions. Our hairdressers are registered as approved suppliers and can charge residents for hair services directly without them needing to pay cash.

To sign up to this Capital Guardians, please see our administration staff.

Beautiful feedback from our families

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

"A huge thank you for all you do to look after Mum. We were so touched by the warm welcome back she received when she returned from hospital! We are so grateful for everything and want you to know how appreciated you are."

Resident's daughter

Tenterfield Care kick-starting careers for local students

In September, we celebrated Hayley, Kristie and Mia, three Year 12 students from Tenterfield High, as they completed their school-based traineeship and Certificate III in Individual Support (Aged Care) at Tenterfield Care's two communities.

We have all loved welcoming these students each Wednesday as they gained hands-on training, using our communities as living classrooms. A special morning tea was held at Haddington to congratulate them.

Manager, Sunita, said the care, compassion and respect they showed has made a significant impact on residents here. "The students benefitted from supervised learning experiences caring for residents while getting a head start on their future career. And residents thoroughly enjoyed their youthful energy and dedicated care," she said.

Tenterfield Care is committed to growing our permanent staff base of caring, dedicated professionals, and school-based traineeships are an important part of this strategy. This important initiative also provides local students with sustainable career pathways.

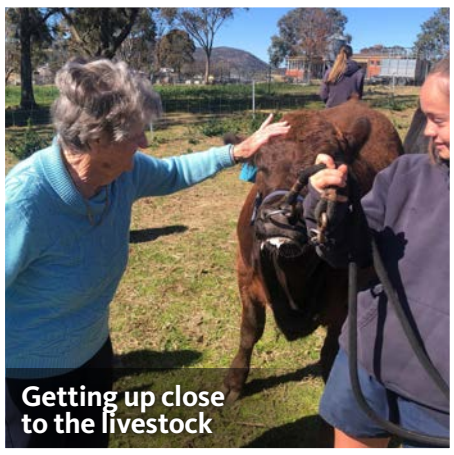
Favourite moments

Cancer Council's Biggest Morning Tea

Cheese tasting in Stanthorpe

Ian & Elvis (aka Volunteer Jan)

Painting daffodils



Getting up close to the livestock

Tenterfield High School ag plot

Quality & Safety Report: Incidents & Hazards

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.

September 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 areas: falls

Haddington
In the latest April – June 2024 quarter:

14 residents experienced one or more falls, and 1 resident experienced a major injury from a fall. (National comparison data is not yet available.)

Millrace
In the latest April – June 2024 quarter:

8 residents experienced one or more falls, and no residents experienced a major injury from a fall. (National comparison data is not yet available.)

Continual improvement

Our continuing commitment to falls prevention includes individual reviews by our physiotherapy team to develop recommendations and strategies to reduce the resident's fall risk. We have also commenced one-on-one physiotherapy exercises, group strength and balance classes, and a walking group.

Celebrating decades of compassion & care

This month, Tenterfield Care recognised and celebrated a group of employees who have been supporting and caring for residents for many years.

We're grateful to Jayne for an incredible 32 years' service, Colleen, Joy and Julie (over 20 years), Deb and Sheree (over 15 years), and Barb, Dell, Fran, Lisa, Madeline and Nick (over 10 years).

Tenterfield Care is one of the largest employers in this town and having dedicated, long-serving staff like these team members, ensures we can provide residents with consistent care from staff who get to know them well. We thank these team members for their years of service, and for helping to make our two communities such special places to live and work.

Jayne started her career in Aged Care as a Carer, shortly after finishing school. She has worked in various areas of Environmental Services, including in the kitchen, as a cleaner and now in the laundry. "I love my job. I've made really great friendships here," she said. "Being from the local community, I know most of the residents and I love spending time with them."

Jayne recalls getting ready for her wedding at Millrace with the help of some residents. "I had photos taken with them in the gardens," she said. Since then, she's enjoyed seeing her children getting to know the residents too.

Deb joined Tenterfield Care in 2005 and now cares for residents living in our Memory Support Household at Haddington. "I love looking after the residents, bonding with them and making special friendships."

The three meals Tom enjoys most at Tenterfield Care:

1. **Lamb chops with vegetables** – they are delicious and remind me of the good old days.
2. **Ice cream and peaches for dessert** are a perfect combination
3. **Chef Joy's scones for morning tea** – they're just like my mother used to make.

Feels like Family

Hayley, one of the dedicated school-based trainees, has enjoyed helping residents each Wednesday while she's been completing her Certificate III in Individual Support.

Hayley will return to Tenterfield Care next year when she starts her role as a Carer.

"I've loved spending time with residents, hearing their stories and being able to care for them. I can't wait to come back soon as a Carer!"