

Neighbourhood *news*

Our latest news and favourite moments



Charingfield
AGED CARE COMMUNITY

April 2025

CELEBRATING
30
YEARS

From the *Manager*



Laxmi Bhandari

Welcome to the first Neighbourhood News of 2025!

This will be an exciting year for Charingfield with many significant enhancements underway.

This year, we will complete a significant refurbishment of our beautiful community that encompasses shared spaces, garden areas, and the creation of a total of 13 more aged care suites to welcome new residents. You can read more about this refurbishment program in the article on page 2.

We'll also be continuing to support residents and staff with innovative, industry-leading technology, such as our new Nurse Call System that includes voice call capabilities from residents' rooms directly to Carer's mobile devices, enabling faster response times.

In addition, we look forward to introducing enhancements to our food service (read about the new menu on page 3), and to our lifestyle program.



It's never too late to try something new

Charingfield recently introduced a unique monthly activity that's proving very popular with residents and staff.

Resident, Derek, one of the co-founders of not-for-profit charity, Cycling Without Age, suggested Charingfield residents might enjoy this amazing community service. And they certainly did as they were carefully whisked away for fun rides around Centennial Park in specially designed trishaw e-bicycles.

With smiles on their faces and the wind in their hair, the residents took in the beautiful scenery and waved to walkers, while the caring volunteers skilfully navigated them along the tracks.

"It was fantastic!" said one resident. "It made me feel like a tourist."

Another resident was misty eyed as she recalled the many wonderful cycling adventures they had as a family.

Manager, Laxmi, says "It's so important that the residents stay connected to their community and this is such a fun way to do it. It was really uplifting to see the joy on their faces as they tried something new and reminisced about the freedom cycling brought them in their youth."

Charingfield is becoming *more beautiful by the day!*



3-D render of a new premium suite



Home-style kitchen & dining room

Everything is progressing to plan with Apollo Care's multimillion-dollar refurbishment program, and residents and staff are already enjoying the enhancements.

Works to House 1 (*Renford*), House 2 (*Hollows*), House 3 (*Chisholm*) and House 4 (*Sutherland*) are nearing completion. These upgrades to the interior shared spaces include home style kitchens and dining rooms, and lounge rooms with fireplaces and bespoke shelving.

Our new Club Lounge, foyer and upgrades to the Administration area have commenced and the creation of our new House 6 is also underway. Once completed, this House will welcome an additional nine residents to reside in premium private suites that have direct garden access.

The next stage of our refurbishment program has already commenced. This will include enhancements to the shared spaces in House 5 (*Edmund*), and the creation of four new private resident suites.

Global award finalist for *Innovation of the Year*

Apollo Care has been named Finalist in the 2025 'Innovation of the Year - Operational Management Solution' category in the 13th Asia Pacific Eldercare Innovation Awards.



For the third year in a row, we've been recognised on an international scale for our innovative approach to aged care.

This time, our revolutionary Operations Insight Suite is vying for gold. This analytics platform provides unprecedented insights and support to Residential Services Managers to improve the performance and sustainability of each of our aged care communities.



Three things I love

The three things Dr Roger loves doing to stay connected to the people and places he loves:

- 1.** Regular dinners and trips to the Blue Mountains with my eldest son and extended family – there is such joy with the different generations coming together
- 2.** Lectures at the local University of the Third Age – I love to always keep learning about various subjects such as politics and science
- 3.** Frequent walks along bustling Bronte Road and chatting to the shopkeepers – these social connections keep me engaged with the wider community.



Follow us on Facebook

Like to know more about daily life at Charingfield?

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.



Notice Board

Special events



Wed 16th Apr	Student concert at the Conservatorium of Music
Tue 22nd Apr	Lunch at Doyles on the Wharf, Watsons Bay
Sun 11th May	Mothers' Day celebration



New delicious favourites on the menu

Our new menu is out and it's filled with delicious, home-cooked meals to tempt residents as the weather starts to cool down.

Chef Kevin says residents can look forward to comforting, warming food, including tender stews, succulent roasts, delicious curries and hearty pies.

"Of course, we've also included all their favourite meals and desserts, like braised soy pork belly, lasagna, and apple pie with custard," he says, adding that there is plenty of variety for residents.



Feels like home

New resident, Father Michael, says he feels comfortable and content at his new home, Charingfield.

"The staff genuinely care and everyone is very respectful. There is a lovely sense of community, and all residents are celebrated as the wonderful individuals they are," he says.

Birthday wishes!



Happy birthday to residents celebrating their special days from December to March:

Dec: Werner B, Albert C, Patsy C, Iris P, Anne P

Jan: Roger P, Vicky K, Pela B, Maree H, Joan O, Molly H, Margaret C

Feb: Derek N, Eileen M, Yvonne F, Edith L, Doug M, Duncan B

Mar: Dawn O, Liz M, Giulia C, Mary Mc, Br Vince H



Feels like *family to us*

Care Manager, Devaki, has been part of the Charingfield team for six years now and says it has been one of the most rewarding experiences of her life.

“I have a deep love for what I do, and my greatest joy comes from caring for Charingfield residents and supporting their wellbeing.”

Every resident is like family to us, and we are committed to providing them with the highest level of care, delivered with dignity and compassion.

Seeing the smiles on resident’s faces, listening to their incredible life stories, and being part of their journey is truly fulfilling.”

Enjoying *beautiful Bondi* over lunch

Residents recently enjoyed a delicious fish and chip lunch at North Bondi RSL with Bondi Beach as the magnificent backdrop.

They watched and enjoyed discussing the swimmers and surfers braving the waves while families had fun in the sun on the beach.

“What a delicious meal in a perfect spot,” said resident, Beverley. “When are we coming back?”



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.



Quality & Safety Report: Quality Improvement Projects



Apollo Care is committed to using best-practice 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, clients, 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: Quality Standards Compliance, Feedback & Complaints, Incidents & Hazards, and Quality Improvement Projects.

March 2025 update: Quality Standards Compliance

- We are fully compliant with the Aged Care Quality Standards and accredited for 3 years.
- Our last visit from the Aged Care Quality & Safety Commission was August 2024
- We have a 4-star rating by the Department of Health & Ageing, achieving 5 stars for Compliance, 5 stars for Quality Measures, 4 stars for Residents' Experience and 2 stars for Staffing
- We are preparing for the Strengthened Quality Standards that are commencing from 1 July 2025 as part of the new Aged Care Act.



Become a Volunteer

We're looking for more volunteers to join our team and make a real difference to residents' wellbeing.

You can nominate your preferred activities and availability.

For more info, talk to our Lifestyle Team:
call (02) 9369 5444 or email info@charningfield.org.au



Kickstarting careers in aged care



Charingfield regularly hosts students from local universities and colleges for their clinical placements as well as several student volunteers from local high schools.

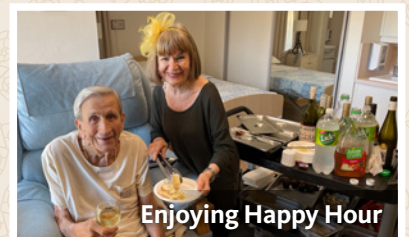
Last year, over 260 students used Charingfield as a living classroom, gaining valuable experience working in our community.

Manager, Laxmi, says “The programme is very popular. The education and experience opens doors for the students and gives them a head start in a growing industry with lots of opportunities.”

“We’ve found many of the students want to return to Charingfield after their student placement because of our special working environment and culture. This helps us build a permanent workforce with high calibre, dedicated staff. Approximately 25% of our team is hired from the student placements,” she says. “We’re able to choose the best of the best.”

Sushmita, a previous student at Charingfield who has now joined our permanent team, says, “I loved the hands-on learning during my placement. The staff were very welcoming and supportive of students. I highly valued the way we were able to learn excellent resident care from their example. I’m so grateful to now be a real part of this team and this community that feels like home.”

Favourite moments



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