

# Neighbourhood *news*

*Our latest news and favourite moments*



**Charingfield**  
AGED CARE COMMUNITY

December 2024

## From the *Manager*



Laxmi Bhandari

*As we head towards the end of the year, I'm excited to reflect on all the positive enhancements we are enjoying at Charingfield.*

Stages 1 and 2 of our refurbishment program have been progressing well, with new roofs installed in both buildings, and refurbishments completed to lounge and dining rooms, kitchens and entry areas on level 2 and 3 to the Households in the main building. The new fireplaces, décor, lighting, paint, flooring and furniture are making these Households feel even more like home. We hope all residents and their loved ones are enjoying these spaces as much as we are.

I would like to thank everyone for being so accommodating and understanding during the renovations.

We're all looking forward to celebrating Christmas! We'll be posting all our special events and festivities on our Facebook page, so make sure you follow us.

Merry Christmas!



## Welcoming summertime at Charingfield



*Nothing says the end of year quite like a busy social calendar and Charingfield residents have their weeks full with a range of summer outings and festive activities.*

We kicked off the start of the festive season with a splash of colour when residents and staff dressed in their colourful hats and flowers for a special Melbourne Cup lunch to watch the race.

Since then, Bianca and Nadia from the Lifestyle team have planned a program specially designed to include favourite summer excursions, like lunches at beachside venues, afternoon teas at picturesque parklands, fish and chips at waterside restaurants and visits to cultural hubs surrounded by beautiful gardens and outdoor spaces.

Many residents have lived in the Eastern Suburbs for most of their lives and enjoy revisiting the familiar environments around this special part of Sydney. The beautiful natural surroundings are perfect for summertime bus trips around Bondi or Watsons Bay, and our Charingfield bus offers regular opportunities to travel further afield to enjoy the views at Balmoral Beach or an alfresco afternoon tea McMahons Point.

Resident, Sturt, thoroughly enjoys all the planned activities and bus trips. "I particularly love the summer outings as they bring back so many happy memories of my childhood and young adulthood".



## Introducing our *Resident Wellbeing Program*

*In October, Apollo Care held our inaugural Resident Wellbeing Forum in Brisbane, which was attended by Nadia from the Charingfield Lifestyle team.*

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

*The three things Albert enjoys about Charingfield's Lifestyle Programme:*

1. The bus trips to interesting places – I love exploring the beaches around Sydney and attending concerts at the Conservatorium of Music
2. The group exercise classes - I used to be a runner and race walker so staying fit is a priority
3. Playing games with my friends – it's fun and great for my concentration.



## Christmas on Facebook

*At Charingfield, 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 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](mailto:feedback@apollocare.com.au)
4. Complete a short Care Rite survey about the wellbeing of residents by scanning the QR code.





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# Notice Board

## Special events

Wed 18th Dec	Christmas Celebration for residents & families
Tues 21st Jan	Lunch at the Harbord Diggers
Wed 19th Feb	Lunch at the Bundeena RSL Club

## What's on the menu this summer?

*On Christmas Day, residents can look forward to a traditional festive lunch with all the favourites.*

We have a new menu launching in January and residents will be treated to delicious, nutritionally balanced meals incorporating fresh, seasonal fruits and vegetables.

At Charingfield, the menu is prepared by Chef Kevin with lots of input from the residents. "I always aim to include their special requests," he says.

"Their favourite menu choices at the moment are Braised Soy Pork and Herb Crusted Salmon. And, of course they enjoy the variety of sweet treats - and especially the desserts!"



## Birthday wishes!

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

Roger W, Beverley, Donald, Beryl, Br Steven, Peter, Joan C, Sally, Mona, Lorette, Eric, Murray, Lucia, Werner, Iris P, Patsy, Albert and Anne P.



## Looking forward to at Christmas!

*The festive season almost upon us, and resident, Margaret, is excited!*

"I love Christmas! It's so wonderful catching up with all my extended family. I'm especially looking forward to it this year as we'll be celebrating with a new generation — my great grandchild!

"I also love the sumptuous Christmas spread that Charingfield provides. Chef Kevin and the Catering team always make it so special!"



## Above and beyond - recognising our dedicated volunteers

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

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

Volunteer Jenny and her friend Ann run a popular monthly Arts & Crafts group, supporting residents to explore their creative side. “I’ve been volunteering for around 18 months and I get so much pleasure planning the sessions and then working with residents on their projects. There is so much banter and laughter in the room – a lovely creative energy,” she says.

Residents also look forward to the monthly cooking demonstrations by Volunteer Lynne, whose father is a resident at Charingfield. “The afternoon tea treats are very popular. Residents enjoy seeing it all come together from the recipe, and then they eagerly wait while the kitchen bakes the biscuits or slices, before we sample them together. You can really see how much they love being part of these activities.”

## Favourite moments



Family always welcome!



Bus trip to Conservatorium of Music



Visit to the Flower Power Nursery



Enjoying Bondi Beach



Hayden Halloween pumpkin demo



Out and about at Circular Quay



Melbourne Cup celebrations

# Quality & Safety Report: Quality Improvement Projects



Artist impression of the new kitchen and dining spaces now under construction.

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 Charingfield include:**

- The full, three-year accreditation granted by the Australian Government's Aged Care Quality and Safety Commission, with all 8 standards met or exceeded
- The refurbishment program that is making our community an even better place to live and work
- Along with all Apollo Care communities, Charingfield is part of a newly established Lifestyle Governance Committee that is implementing our new Everyday Wellbeing Program
- The implementation of a new Nurse call system to enhance the efficiency of response times

## Achieved full



**Aged Care Accreditation**  
at every community



## Celebrated

# 400

inspiring examples of **excellent care** each month through our **staff engagement program**

## Invested \$8M+



**in new resident suites & refurbishing living spaces** across 7 communities

## Launched an **innovative wellbeing program**



to enhance residents' ability to **live their way, every day**

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

to deliver accurate, tailored care to residents



## Each community has stayed **proudly local**



guided by a Board that reflects the **unique needs of their region**

## *Here's how Apollo Care, now 12 communities strong, has supported Charingfield this year:*

### **Our care:**

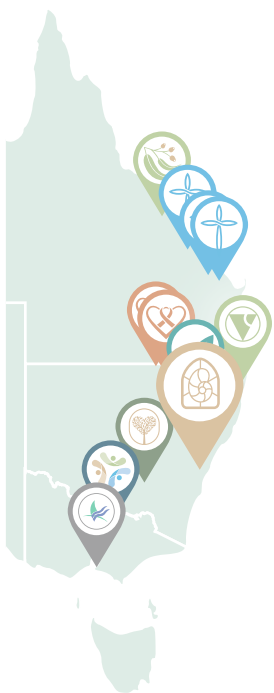
- Our overall Star Rating on My Aged Care increased from 3 to 4 stars
- Implemented a new software solution, Simple Foods, to enhance the meal ordering experience for residents by displaying images of menu options
- Implemented a new medication management system that saves doctors and staff time, improves 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 19 new staff to our team
- Our staff engagement program boosts wellbeing, drives a positive and engaged mindset, and focusses staff on what's best for everyone at Charingfield

### **Our community:**

- Invested \$3.5m installing new roofs and refurbishing shared spaces, with an additional \$6.5m being invested in 2025, including building 9 new resident suites
- The local Board has been closely consulted during the program of refurbishments to ensure Charingfield's interior spaces, Chapel and gardens continue to meet the needs of our eastern suburbs community



*Together, we're making Charingfield an even better place to live and work*