

Neighbourhood news

Our latest news and favourite moments



Alexandra
Gardens

November 2023

From the Manager

Sandra Thomson



Welcome to the final 2023 Neighbourhood News!

I'm delighted to report that Alexandra Gardens has many positive initiatives underway.

You might have seen our newly wrapped bus around the local area. The bus really looks fantastic and residents are even more excited about getting out and about in style!



Our focus on optimising resident experience continues, and we were thrilled to achieve a 4-star rating in the Australian Government's Resident Experience Survey that measures how residents feel about quality of care and quality of life at Alexandra Gardens. This is an excellent result that reflects how safe, comfortable and happy residents feel living here.

I'd like to extend my gratitude to all staff and volunteers who work together to put residents first. Your efforts are greatly valued by everyone connected with Alexandra Gardens and I am very proud of our entire team.



Daryl and Val enjoy lunch every week

We love supporting residents stay connected with their loved ones

Val has been a part of the Alexandra Gardens' family since her Mother became a resident in 2017.

Not long after she passed away, Val's husband, Daryl, moved to this community requiring specialist dementia support. A frequent visitor for six years, Val also volunteers now.

What do you think makes Alexandra Gardens so special? It's a lovely, welcoming community and the staff are just beautiful. I love them all! They are responsive, they communicate with me and keep me updated, but most importantly, they are all so kind.

What do you like to do when you visit? Sometimes we sit in Daryl's private suite and talk, or we walk around the garden. I join him on the bus outings around the local area, or I take him out for drives in my car. Every Thursday, we have an alfresco lunch date in the garden with a glass of wine. It's a lovely tradition for us and the staff are so accommodating.

Do you think Daryl feels at home at Alexandra Gardens He really does. The specialist dementia care he receives is excellent and the compassion and respect he's shown is amazing. He is in the best hands - this community is a step above. From the way the Manager Sandra is so approachable, to how the Lifestyle Team incorporates dementia-specific activities, and how well he is cared for by the Nurses and Carers - I can't fault it.



PresCare
AGED CARE COMMUNITIES



Notice board

Birthday wishes!



Happy birthday to residents celebrating their special day during August, September, October, November & December:

Gayle S, Michael H, Martin J, Albert R, Margaret S, Moira M, Maree W, Merle C, John C, Lesley O, Coral R, Patricia S, Allan H, Shirley L, Doris H, Hazel N, Colin D, Joan P, Rena Y, Neil C, Leonard S, Janice E, Joan M, Irene H, Des C, Joyce F, Donald P, Joan T, Trevor W, Desmond R, Brian W, Annette S, Joseph B, Bev R, Alan D, Pamela B, & Noelene C.

Special events

Fri 1st Dec - Volunteers' Christmas Party

Mon 4th Dec - Shopping Trip

Tues 12th Dec - Christmas Shopping

Tues 12th Dec - Christmas Light Tour

Wed 20th Dec - Christmas Party, Carols by Candlelight

As we read in Luke 2:10, the angel brought news of great joy that a Saviour had been born in Christ the Lord. Throughout the excitement of Christmas festivities, we need to remember that Jesus came into the world as our saviour. Let's take time to give thanks for the most wonderful gift we will ever receive.

Neil Whiting,
PresCare Spiritual Care leader

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 above.



Christmas on Facebook



Alexandra Gardens always plans heaps of festive activities, outings and celebrations at 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. You can also find some of our favourite Christmas-themed food ideas to try at home.

Favourite moments



Early Learning Centre visit



Fish & Chips at Emu Park



240 Trauma Teddies donated to local Paramedics



Gardening with our Youth Group volunteers



Paint & Sip morning



Staff Profile



Meet Lata, our Care Manager who's introducing clinical-care initiatives to further support residents

Qualifying as a Registered Nurse in Fiji, Lata spent time in New Zealand before moving to Australia in 2006. Her extensive clinical experience spans a broad range of specialties from midwifery to emergency care and intensive care nursing, through to aged care nursing.

As our new Care Manager, Lata is introducing positive initiatives to Alexandra Gardens, including an after-hours GP service and a mobile, bulk-billed eye-care clinic.

What do you love most about your role as Care Manager?

I love every day! It's a big change from hospital nursing, but the best part is that I'm able to provide continuous care for residents and support their families as well. I'm there for a family's aged care journey, and that's very satisfying because I get to know them so well.

How would you describe Alexandra Gardens?

The smaller house design, the access to outdoor spaces, the way visitors are welcome any time – it all feels like home. Residents are treated with absolute dignity and respect and supported to remain as independent as possible. This is a wonderful community to be part of.

How do you work together as a team to put residents first?

Everyone's input is valued and we have mutual trust for each other. Sandra is an amazing role model and she supports all of us greatly. We all work cohesively with the same goal – to make a positive difference to residents.



We've grown to

11

communities across Qld, NSW & Vic

A total of



additional aged care suites now available to locals in **regional areas**

Achieved full



Aged Care Accreditation at every community

Implemented a mobile device for every care worker to **enhance care delivery**



Measured and supported the wellbeing of residents, staff and leaders through an **award winning culture program**



Asia Pacific Eldercare Innovation Awards



WINNER 2023 Global Innovation Award | **FINALIST** 2023 Operator of the Year Award

Here's how Apollo Care has helped Alexandra Gardens evolve and thrive this year.

Our care:

- Overall Aged Care Star Rating up from 3 to 4 stars with 81% of residents rating their quality of life at Alexandra Gardens as 'Excellent'
- Awarded highest possible accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

Our team:

- Work Rite culture program reported a 30% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff
- Clinical placements for CQU Bachelor of Nursing students have been reinstated

Our community:

- We partnered with The Shelter Collective to provide 10 refurbished cottages to local women in need of safe, affordable housing, along with opportunities for training and employment

All of these achievements mean we have been able to welcome more locals, and our community has become an even better place to live and work.

