

# Neighbourhood news

Our latest news and favourite moments



Groundwater Lodge  
Yaralla Place

November 2023

## From the Manager

Rozina Hegarty



### Welcome to the final 2023 Neighbourhood News!

Our team is continuing to focus on ways we can enhance daily life for residents. In response to resident feedback, our Lifestyle Program now includes weekly bus trips to the Maryborough City Markets. Residents are enjoying visiting the colourful stalls full of fresh produce, treats, jewellery and craft.

The renovation works at Groundwater Lodge are now underway. Six private suites in Bottlebrush Household are being refurbished, including new ensuites, along with enhancements to common areas. Other improvements include enhancements to the undercover outdoor terrace, and new furniture and homely décor in our dementia support household.

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 Yaralla Place and Groundwater Lodge and I am very proud our entire team. Along with all residents, our team is looking forward to the Christmas activities ahead!



## Candice visits her Mum five days a week

We love helping residents stay connected with their loved ones

**Candice visits her Mum, Barbara, five days a week at Yaralla Place. She loves that there are no set visiting hours, so she feels welcome at any time.**

**What do you like to do on your visits?** Mum likes spending time outdoors and we've planted a little garden full of bright flowers just outside her window. We spend a lot of time here looking at the garden and we sing our favourite songs together. Sometimes, my sister and I take her to the markets near Town Hall, or to her favourite coffee shop near Queens Park. We'll often take her back to our homes for the day, too.

**Does your Mum feel at home at Yaralla Place?** She's very settled here and very happy. The smaller house design really suits her as she's quite a private person. She's more comfortable being in this environment with familiar faces she knows, and her private suite is her sanctuary. When we take her out for a day trip, she always tells us when she's ready to come 'home' - back to Yaralla.

**What else do you like about PresCare Maryborough?** Mum has lived here for two years now, and as a Registered Nurse myself, I have great confidence that she is receiving the best care. The staff are lovely and really take the time to get to know Mum's routine. They support her to remain as independent as possible, and they're very respectful.



PresCare  
AGED CARE COMMUNITIES



## Notice board



## Birthday wishes!

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

Margaret N, Doreen S, Ronald N, Lorraine S, Marjorie J, Jane S, Ann S, Fay G, Simon S, Rita N, Brian B, Ina B, Dennese B, Ian H, Edith C, Lola S, Susan M, Wally H, Keith N, Elizabeth C, Kathleen D, Anne H, Mary A, Marie K, Margaret W, Barbara J, Errol, William D, June B, Barry S, Arthur A, Bob D, Barry W, Patricia G, Barbara F, Jacob, Bruce, & Warren K, Graham S, Cole S, Shirley M, Kathy, Colin C, Joan P, Lorna, Keith W, Noel C & Trevor M.



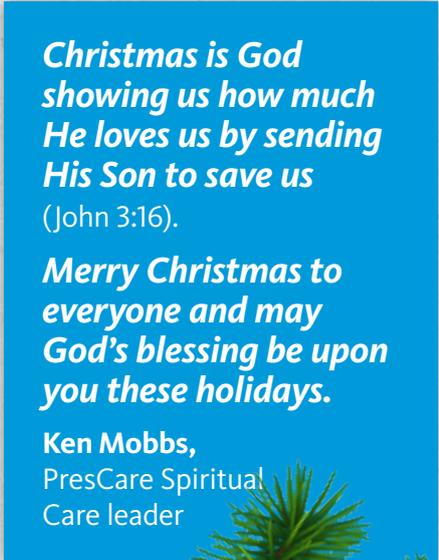
## Special events

**Tues 5th Dec -**  
Christmas Party Acacia Household, Yaralla Place

**Wed 6th Dec -**  
Christmas Party Banksia Household, Yaralla Place

**Thurs 7th Dec -**  
Christmas Party Grevillia Household, Yaralla Place

**Fri 8th Dec -**  
Christmas Party, Groundwater Lodge



*Christmas is God showing us how much He loves us by sending His Son to save us (John 3:16).*

*Merry Christmas to everyone and may God's blessing be upon you these holidays.*

**Ken Mobbs,**  
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](mailto: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

*PresCare Maryborough is famous for our 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.

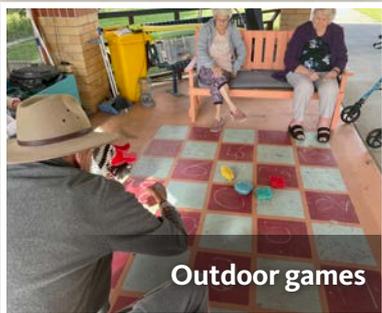
## Favourite moments



Kindy visit



Joe's new shed



Outdoor games



Saying thank you to our staff



Show Day



## Staff profile



### Meet Angela, who's been caring for Yaralla Place residents for 23 years

When she was just 15 years old, Angela decided she wanted to pursue a career where she could make a difference to older Australians. After her studies, she moved from Brisbane to Maryborough and joined the Yaralla Place team. She's been a highly valued member of our community for more than two decades.

#### *What do you love about your role?*

It's so uplifting to be able to care for these amazing residents. I try to bring laughter and energy to my role and to just make them happy. It really makes me feel good knowing I can make a positive impact every day.

#### *How well do you get to know residents?*

I absolutely love getting to know the residents because they've got such interesting stories and they're all so different. I like asking about their special belongings, like photos or ornaments, in their suites. These spark so many conversations and memories and I can tell how much they love talking about them.

#### *Why do you think Yaralla Place feels like home?*

Yaralla is a friendly, warm community where residents feel comfortable and relaxed. It's a happy place and I'm delighted to use my experience to care for these special people. Our team works together to make the residents happy, and it's rewarding for all of us to be making this environment as home-like as possible.



**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 PresCare Maryborough evolve and thrive this year.*

**Our care:**

- The latest Resident Experience survey results reported an increase in the number of residents rating their quality of life as 'Excellent' (Yaralla Place: 81%, Groundwater Lodge: 100%)
- Both communities 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 an increase in staff wellbeing, achievement, connection and performance (Yaralla Place: 56%, Groundwater Lodge: 30%)
- Permanent staff numbers have increased, reducing our need for temporary staff

**Our community:**

- Groundwater Lodge's 20-room specialist dementia support household, with generous outdoor areas, is now fully operational
- A new, cook-fresh kitchen that services both communities has been installed at Groundwater Lodge
- The refurbishment of the 15-room Bottlebrush Household at Groundwater Lodge is nearing completion, with nine suites already occupied

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

