

Neighbourhood *news*

Our latest news and favourite moments



Charingfield
AGED CARE COMMUNITY

November 2023

From the *Manager*



Laxmi Bhandari

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

The refurbishment design and approval process is progressing well, and we look forward to works commencing in the new year. New furniture for most households' lounge and dining areas is arriving soon, and our outdoor terrace is about to have a make-over! The installation of new outdoor furniture, shade umbrellas and a BBQ will make this space even more enjoyable for all residents.



Our bus is also about to be refreshed with new wrapping. This will look fantastic and I'm sure residents will be even more excited about getting out and about in style!

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 Charingfield and I am very proud of our entire team.



Meet Shirley and her daughter, *Ingrid*

We love helping residents stay connected with their loved ones

How did you feel when your Mum first moved to Charingfield?

I knew Mum needed expert care, but I was worried how she'd adjust after living on her own for so long. As soon as she was settled at Charingfield, though, she was just so happy. She loves her bright, sunny suite that opens onto its own balcony, and she feels perfectly at home now.

Do you feel welcome at Charingfield?

I genuinely look forward to my visits with Mum – there's life and energy here and everyone is happy. The staff are delightful and respectful, and no matter what time I visit, the high level of care and the welcoming attitude is always the same.

What do you like to do on your visits?

Mum has always lived in Waverley and it's important to both of us that she can still experience what makes this part of Sydney so special. Charingfield is a little oasis just off Bronte Rd and we love wandering down this vibrant street, visiting her favourite café, talking to the shopkeepers she knows, and just enjoying being together.

What else do you love about Charingfield?

Meals are healthy, cooked fresh on-site and presented beautifully, and the gardens are so amazing. Mum is able to set her own routine and the personal care and attention she receives is exceptional.



Notice Board

Special events

Wed 6th Dec	Christmas Carols at Bondi Pavilion
Wed 13th Dec	Residents & Family Christmas Celebration
Thurs 21st Dec	Afternoon Tea in Centennial Park
Mon 25th Dec	Household Christmas Lunches

Birthday wishes!

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

Bruna, Denise, Margaret P, Shirley, Donald, Roger W, Donald M, Simon, Br Stephen, Joan C, Eric R, Murray, Lucia, Loretta, Mona, Sally, Anne P, Patsy, Werner & Norma

We hope you all had a wonderful birthday!

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

Charingfield 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



Bowral Tulip Festival



Centennial Park



Laxmi & residents learn the art of Bonsai



Visit to Bondi Pavillion



Freshly harvested from our garden



Staff profile



Meet Sanjilla, our Registered Nurse with a passion for aged care

Sanjilla fell in love with Charingfield and its residents when she first joined our team in 2020. Initially working as an Assistant in Nursing while she completed her Australian RN qualification, Sanjilla quickly built a close bond with residents, their families and staff. She is loved for her dedication to clinical excellence, her cheerful nature and her gentle, empathetic manner.

How are you supported to use your clinical skills to put residents first?

Laxmi is a wonderful Manager who listens to us and really cares about everyone. She brings us together as a happy team and motivates us to deliver holistic, tailored care to residents. Plus, we have the support of Apollo Care who provide up-to-date policies and procedures that give us confidence in care delivery.

How would you describe the team at Charingfield?

Everyone is lovely and we work together so well. I see how respectful everyone is to the residents, regardless of their role. We all want the same thing – to make Charingfield a community where residents feel at home.

What do you love most about what you do?

That's easy – being with the residents! Their smiles and energy are so rewarding to be around. I'm genuinely happy to see them every shift because I love taking care of them. They give me positive feedback and it lights me up knowing I'm making a difference.



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 Charingfield evolve and thrive this year.

Our care:

- The latest Resident Experience survey results reported that 81% of residents rated their quality of life at Charingfield as 'Excellent', a 55% increase from last quarter
- 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 60% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff

Our community:

- Planning and design is almost complete for an extensive refurbishment program that includes the addition of 13 new private suites
- By the end of this year, most households will have new furniture in their lounge and dining rooms with further enhancements coming next year

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.

