

Neighbourhood *news*

Our latest news and favourite moments



Charingfield
AGED CARE COMMUNITY

April 2024

From the *Manager*



Laxmi Bhandari

After enjoying a wonderful few weeks in Nepal for my wedding, it has been lovely to return to Charingfield.

I missed residents and all team members very much, and walking back through the doors instantly reminded me what a warm and special community we have here at Waverley. I'd like to thank Christine Farrell who stepped in as Acting Manager while I was away. She did an amazing job in my absence. The new furniture has arrived for most of the dining and loungerooms and residents are finding these shared spaces even more comfortable. We have implemented a new medication management system, Best Med, that saves doctors and staff time, and further streamlines resident care with electronic scripts, ordering and charting.



Christine and Laxmi



Resident profile

Why Doctor Roger feels happy and connected at Charingfield

When Dr Roger, a retired Pain Specialist from North Queensland, decided he needed additional care and support, he wanted to move closer to his son, a senior Neurologist at the Prince of Wales Hospital in Randwick.

Relocating to Sydney, Dr Roger and his son toured close to 10 aged care communities around the Eastern suburbs, but Charingfield was the clear winner.

“Charingfield was by far the most attractive to us. All the staff and residents were so pleasant and happy, and we loved the small house design. The other places we visited had huge communal areas and they didn't feel like home at all.”

Roger thoroughly enjoys the daily routine he's built here, and the security and flexibility Charingfield offers.

“I'm not only part of the Charingfield community, I'm also part of the local neighbourhood. I shop along Bronte Road and visit local restaurants and cafes – I feel very connected.

“The outdoor spaces are beautiful. I've always been a keen gardener and I spend a lot of time outside here, chatting to the gardening team or reading in the sunshine. I also love having my very own balcony where I can look out at all the greenery.”

Roger welcomes his son and family to his Charingfield home twice a week.

“They are the reason I moved to this part of Sydney and I love that my grandkids feel so welcome here.”

Global award finalist *for Employee Wellbeing*

Apollo Care has been named Finalist in the 2024 'Innovation of the Year - Employee Wellbeing' category in the 12th Asia Pacific Eldercare Innovation Awards.



This achievement recognises, on an international scale, the effectiveness of Apollo Care's culture program that uses cloud-based technology to enhance staff wellbeing. This innovative approach has increased employees' sense of achievement and connectedness.

In addition to a happier and more engaged Apollo Care workforce, the other big winners from this strategy have been the residents! Thanks to our amazing team, Apollo Care residents and their families scored our communities in the top percentile (78% or greater) for psychological, emotional and spiritual wellbeing.



The three things *Margaret loves* most about her Charingfield home

1. The companionship. I love catching up with my neighbours every day.
2. The staff are so consistent, respectful and friendly. They are always happy!
3. My spacious suite feels like home, and I love having my own balcony.

Laxmi's *fairytale wedding*



Congratulations to our much-loved Manager, Laxmi, who travelled back to her home country of Nepal to marry her high-school sweetheart, Suman, in February.

Their traditional Nepalese wedding comprised six days of celebrations and rituals, many stunning, colourful and ornate outfits, and over 1,000 guests who attended the wedding ceremony.

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.



Notice Board

Special events

Sun 12th May	Mother's Day
Thurs 23rd May	Shopping trip to Westfield Eastgardens
Thurs 6th June	Afternoon Tea with Entertainer, John Campbell
Wed 19th June	Visit to Flower Power Nursery
Wed 10th July	Christmas in July

Birthday wishes!

Happy birthday to residents celebrating their special day during January, February, March & April:

Roger P, Vicky K, Br Leonard V, Ken H, Eileen M, Heleny P, Kathleen H, Lorna A, Marie M, Pela B, Giulia C, Maree H, Joan O, Br Vince H, Br Jim F, Molly H, Duncan B, Br Carl S & Margaret C.

Beautiful feedback from our families

We love receiving feedback. It's truly heart-warming messages like these:

"I am very happy with the care my husband receives in every aspect of his life at Charingfield. The communication from the staff is excellent and this gives me great confidence."
Wife of resident

Meet Charingfield's dynamic Lifestyle Team

Bianca and Nadia design and deliver an inclusive and meaningful lifestyle program that brings pure joy to residents.

Their program comprises diverse and stimulating indoor and outdoor activities and events such as visits to iconic Sydney locations like Kirribilli House, regular celebrations like happy hours and BBQs and a range of art and craft sessions. These cater for different recreational and social interests, as well as residents' individual capabilities.

"We love making residents smile. It's not just a career for us – we choose to do it because we enjoy it," says Bianca.

"We love our jobs and being part of the Charingfield family – all working together to put residents first and having fun along the way!" says Nadia.



Favourite moments



Afternoon tea on the Terrace



Easter craft



Family Bingo



Scenic Tour of Kirribilli House



Sydney Conservatorium of Music



Staff profile



Meet Kevin, our Chef who makes meals from the heart

Kevin has been making meals at Charingfield since joining the team 18 months ago. With more than 34 years' experience, Kevin believes people eat with their eyes first and he loves creating colourful plates for residents. He draws inspiration from his parents who were chefs, the different countries he's worked in, and the residents – who he loves taking requests from.

What do you love most about what you do?

Creating a picture on a plate and seeing residents light up when they see their meals - money can't buy the feeling this gives me! Knowing we're giving them good, wholesome food, just like home, with lots of variety and fresh produce is what makes me happy.

How are residents involved in the menu design?

We value and welcome input from residents. We hold monthly 'Food Focus' meetings where residents give me direct feedback – I was recently asked to introduce some spicy Malaysian dishes. We also have five small dining rooms, so my team can interact with residents more closely and find out their personal preferences. I enjoy getting to know them and having a chat, and I always look forward to our monthly BBQs.

How would you describe the team at Charingfield?

We have a great team and pride ourselves on making a difference any way we can. Working as a Chef here has opened my eyes to just how much good food brightens someone's day.

Charingfield's *Quality & Safety* Report



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, 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.

April 2024 update: Feedback & Complaints

Apollo Care values feedback in all its forms, including compliments, suggestions and complaints. We use feedback to understand what we are doing well and to improve the care and services we provide.

We try and make it as easy as possible to *provide feedback*



We try and make it as easy as possible to provide feedback - you can email us at info@charingfield.org.au, fill out a 'Tell Us What You Think' feedback form and place in the Feedback Boxed (located at Reception and next to Noticeboards), or simply provide your feedback to any member of our team.

Alternatively, you can visit www.apollocare.com.au and follow the prompts to submit your feedback, in confidence, to Apollo Care's Chief Governance Officer.

During the last quarter, Charingfield received six items of feedback, including four compliments and two complaints.

Compliments received mainly related to care, with positive feedback also being received about catering. Thank you for taking the time to recognise what we are doing well. The Charingfield team really appreciates it!

The two complaints we received during the quarter related to communication and staff ratios. Every complaint is logged and investigated, and serious complaints are escalated to Apollo Care's Chief Governance Officer.

Spectacular lunch with a *waterfront view*



Residents were delighted to kick-off the year with a delicious lunch at the newly renovated North Bondi RSL Bistro.

After a gentle walk up to the Bistro (which the residents said increased their appetite!) they feasted on fish and chips and lamb shanks while enjoying the magnificent waterfront view of Bondi Beach.

There's nothing we love more than supporting residents to enjoy the local area. So, while residents enjoy home-made meals like this at Charingfield – sharing stories and connecting with neighbours in one of the most beautiful parts of Sydney was pure magic.

Lunch was capped off with a final group photo in front of the beach, bringing back many fond memories for those who had previously lived in the surrounding area.



We love supporting residents *to look and feel their best*



And so does our lovely hairdresser, Annemarie! In Charingfield's welcoming and comfortable hair salon, residents can enjoy all the usual services, including colour treatments, wash, style cut, blow dry and set.

Appointments are available every Friday morning, but be sure to book in with Bianca or Nadia from the Lifestyle Team. The salon becomes a busy and social place to be on a Friday, with residents enjoying a chat together while waiting to be pampered!



More community stories

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.



Church services at Charingfield

Charingfield residents and their families are always welcome to join our Catholic Mass services in our beautiful on-site Chapel.

Mass is held every Tuesday to Saturday at 9.00am, and every Sunday at 8.45am. (There is no Mass on the first Friday of every month).