

Neighbourhood *news*

Our latest news and favourite moments



Charingfield
AGED CARE COMMUNITY

July 2023

From the *Manager*



Laxmi Bhandari

Welcome to our new-look newsletter!

It's been an exciting time for both Charingfield and the Apollo Care Alliance, as our community continues to benefit from Apollo's investments, innovations and quality systems that are all designed to make aged care better for residents and staff. You can read about how our innovative approach to aged care has been recognised on a global scale in the article on page 2.

Planning is now underway to enhance Charingfield, including the creation of a new aged care household on ground level. We are very mindful of minimising the impact of any building work on residents during this process and are carefully planning this as a staged program.

In the meantime, we are conducting a decorative refresh of each household's lounges, and enhancing the terrace area with new outdoor furniture. These will create more welcoming shared spaces for residents to enjoy.



Resident *profile*



Meet Joan and Joan, two friends who feel right at home at Charingfield

We love supporting residents to their live their way. For Joan and Joan, this means creating their own daily routine with plenty of opportunities for spending time together.

How did you become such good friends?

We've actually known each other for more than 80 years! We went to the same kindergarten and school, but then lost touch. As soon as we moved in to Charingfield, we instantly recognised each other from all those years ago! Now, we both love catching up daily to share news and chat about sport. We especially enjoy getting our nails done together.

Why does Charingfield feel like home to you?

We love the small house design here because it feels more like home. It's more personal to have our own smaller kitchen, dining room and loungeroom, rather than a giant communal area. We can pop to our kitchen anytime for a drink or a snack, and it's lovely sharing mealtimes with our neighbours.

What else do you enjoy about Charingfield?

We have so many choices for our meals, and our rooms are very spacious with balconies and plenty of fresh air. Of course, the gardens surrounding us are stunning. We love welcoming our family and friends to visit us, and the staff here are so helpful and supportive.

Apollo Care Alliance Wins Global Award for Innovation

Charingfield is proud to be part of the Apollo Care Alliance that beat a field of over 200 submissions from 15 countries at the 11th Asia Pacific Eldercare Innovation Awards 2023 in Singapore.

Apollo won the global award for Innovation in Aged Care and was named Finalist in Operator of the Year - proof on an international scale that we are making aged care better for residents and staff.

Charingfield is benefiting from Apollo's investment in innovation, including a cutting-edge cloud-based IT system, new hand-held mobile devices for every care worker, and a progressive clinical governance system that has resulted in us achieving the maximum government accreditation.

Apollo Care is now one of Australia's fastest growing aged care providers, and is delivering choice for older Australians who want to stay connected to their local community where they feel they belong.



Feedback



Feedback from residents @ 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

From our residents

"All the staff are so obliging and caring."

"Happy Carers make me happy!"

"I turned 93 this month and I had the best birthday ever!"

Investment in technology enhancing resident experience



Charingfield has introduced CareKeeper, an initiative that equips every care worker with a mobile device that enhances the delivery of care to residents.

The innovation, developed by Telstra Health, allows every Nurse and Carer on every shift to access important information about each resident's care needs, including clinical information and lifestyle choices and preferences, on a mobile device in real time. Staff are able to quickly view, action and record care information or tasks while being at the resident's side.

Each resident's individual preferences, such as choice of daily routine or favourite activities, are also accessible giving staff more opportunities to engage meaningfully with residents to provide a truly holistic care experience. Staff are excited about the rollout of the technology saying it reduces paperwork and time spent at nurse's stations.

CareKeeper is part of Apollo Care's overall strategy to deliver efficiency, faster response times to resident calls and enhanced team collaboration.

Notice *board*

Special *events*

Thus 27th July	Christmas in July
Wed 16th Aug	Bondi Pavilion Concert
Wed 23rd Aug	Craft at Lugar Brae Uniting Church
Sun 3rd Sept	Fathers' Day Celebration
Wed 11th Oct	Oktoberfest Celebration
Tues 31st Oct	Lunch at Doyle's on the Wharf Lunch, Watsons Bay

Birthday *wishes!*

Happy birthday to residents who celebrated their special day during April, May, June and July:

Kathleen, Br Jim, Br Brendan, Br Carl, Nick, Dallas, June N, Eric A, Ruth, Stuart, Joan T, Suzee, June B and Iris.

We hope you all had a wonderful birthday!



Enjoying our multi award-winning gardens

We know that residents, their families and staff all love our beautiful gardens, but it's wonderful to have them formally recognised once again by the Waverley Council. Charingfield won the best Innovative Garden Award category, which is a huge achievement by our Gardening Team. Lead by Hayden, this team is always planning, designing and creating to make our indoor and outdoor gardens the talk of the town!



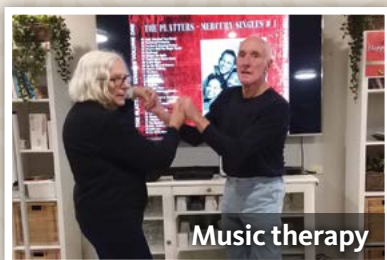
Gallery visit

Last month, Charingfield residents enjoyed visiting the Art Gallery of New South Wales to see the Archibald Prize for portrait painting. There were so many amazing artworks to admire in this exhibition and we also enjoyed seeing the artworks and sculptures in the neighbouring Wynne Prize and Sulman Prize exhibitions. Residents were fascinated by the vibrant colours and the variety of artistic styles.

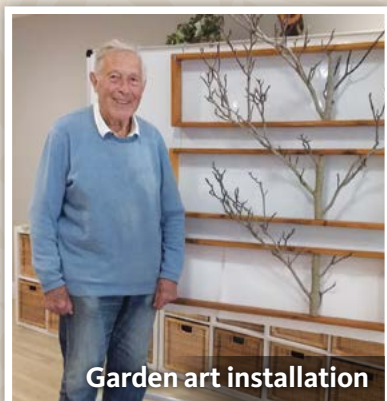
Favourite moments



Garden walk



Music therapy



Garden art installation



Calling bingo



Art therapy



Manager profile



Meet Laxmi, our experienced and compassionate manager

Laxmi moved from Nepal to Sydney as a Registered Nurse almost 10 years ago. Obtaining a Masters in Nursing, she worked in both hospitals and residential aged care communities, before choosing to focus on aged care.

She has previous experience as a Care Manager and Facility Manager, and she leads Charingfield with compassion and kindness.

What do you love about working in aged care?

I love that I'm able to build strong connections with residents. I feel I can have a wider positive impact in aged care than in a hospital setting where there's little time to get to know people. Here, I'm able to enhance residents' wellbeing in so many ways.

How do you feel about Charingfield?

There's nowhere else that has this combination of the small-house design that enables a stronger bond to form between the residents and staff, and the beautiful gardens. But most of all, I love how Charingfield feels like my extended family!

How do you think you're making a difference to residents and staff?

I try to help residents feel at home in every way possible. Helping them continue to feel welcome, safe and respected is at the heart of everything we do. I'm lucky to lead a fantastic team at Charingfield that's united in placing residents' needs first. One of the most rewarding aspects of my role is mentoring staff through training and education.