

Newsletter



August 2020

Keeping St Andrews residents, family and friends connected and up to date.

FROM THE GM

Dear Residents,

St Andrews Aged Care has successfully worked towards its goals in the 2019/2020 financial year. I want to thank the Board of Directors that have supported management with their advise and governance. Nonetheless there have been significant changes and challenges in the aged care sector, including new Standards and St Andrews has had its own difficulties managing various aspects of the organisation. However we are moving forward and in the right direction.

The Community (Home) Care service has done a remarkable job of turning around the financial position and providing a great service and product. This is despite the latter negative impact of CoVID-19. They have doubled the number of Home Care packages in one year. Congratulations to the leadership, staff and those who supported the foundational changes, including ClubIT and the Finance department (Corporate Services).

Aboriginal Respite Care has been affected by the CoVID-19 but has performed so well under the management of Noeline Olive. The service to the community cannot be underestimated and I know it is greatly appreciated. St Andrews is please that as a community based organisation we can provide a wide range of services meeting various parts of the community.

Independent Living Units have been established for many years now and these are updated and improved when there is an opportunity. The maintenance crew do a great job maintaining the units. They perform

cost effective work and when appropriate they renovate internally to create stylish and functional units.

Residential Care has been steadily moving towards the strategic goals of the organisation. There have been changes in the structure after the Director Care resigned. The creation and implementation of the two Residential Service Managers is working well. As they work along side the clinical staff to help support residents in their choices and improve outcomes.

I am pleased to state that St Andrews is in a satisfactory financial position and viewed as sustainable into the future. However, there is a lot more to be done this financial year to further consolidate the operations and to continue to improve the services.

CoVID-19 will certainly be a focus of attention as we maintain and improve control measures to prevent the entry of the virus into the facility. We are also balancing the well being and mental health of the residents and families during this pandemic. Let me assure you, I can testify that all staff are invested and engaged in the well being of the residents. They are dedicated and compassionate and wish only the best for the residents and families.

Regards

Bruce Tually
General Manager

Follow Us



www.standrew.com.au



[@StAndrews.Aged.Care](https://www.facebook.com/StAndrews.Aged.Care)



[standrewsagedcare](https://www.instagram.com/standrewsagedcare)

St Andrews is committed to providing high quality care and services meeting your needs. Do you know how to make a comment or give feedback? Fill out a Feedback Form located in all common areas, or ask our friendly staff to source one for you. Pop the form in the Suggestion Box located in the Waiting Room and you will hear from us. If you do not feel comfortable raising your concerns with us first, you can contact the Aged Care Quality and Safety Commission.

INTRODUCING

Dale Parker – Lifestyle Co-Ordinator



Q. Tell us a bit about yourself

I was born in Byron Bay in the late 60's. It was a wonderful place to grow up. Ballina has been home now for over 22 years. I have done many jobs from Banking to Bootcamp to Care work. I have 3 boys, Justin is 26, Jake is 24 and Charlie is 18 and I have 2 grandsons, Taj is 4 and Tallow is 6 months.

Q. Tell us about your interests, hobbies or passions

I love the outdoors, running, walking, cycling, swimming and hiking. I absolutely love singing and playing the ukulele, for anyone who cares to listen and join in.

Q. With all the travel bans in place, where can't you wait to get back to?

My family has a holiday booked in November to North Stradbroke Island and we are very much hoping it can still happen. It is such an amazing place to holiday.

Q. What do you bring to St Andrews?

I love my job and I just love being able to brighten somebody else's day and bring a smile to people's faces. I hope that I bring to St Andrews my shining light of positivity and happiness.

Q. What has life taught you?

How much we take our health and every day for granted. Life is a gift and we need to appreciate and live every day to the fullest.

Kim Thomas - Business Development Officer



Q. Tell us a bit about yourself

I am a mum of 2, and proud Nan of 2. Having moved to the Northern Rivers in 1993 from Brisbane I now officially qualify as a local!

Q. What do you bring to your new role at St Andrews?

Besides passion, pride & creativity, a genuine desire to help others.

Q. What are you doing now that life as we know it has changed?

After a total of 22 years in media, I am now in a new role in an area I'm passionate about.

A DAY IN THE LIFE ON THE FRONT DESK AT ST ANDREWS

The girls at the front desk are doing a great job at keeping our community safe from the Covid19 virus that has changed life as we know it. A day in the life on the front desk consists of monitoring all people entering the facility, staff, visitors and returning residents. They assist the staff on the administration desk and develop a rapport with staff visitors and residents. You often walk past and find a resident chatting with the girls.



Let's look at what happens when a new visitor comes to the door.

1. They are asked firstly for their fluvax proof which is either showing the certificate which we copy and then provide a fluvax card which they can then show.
2. They are asked questions regarding their health and location. Do you have flu symptoms, where are you visiting from, have you been overseas or from a hot spot, who are you visiting (currently only 2 visitors are permitted at any one time).
3. Their temperature is taken and must be below 37.5 to be allowed in the facility.
4. The register is signed and temperature recorded.
5. Their hands are sanitized.

The girls on the front desk are all friendly. Say hi and let them know what a great job they are doing to help keep everyone safe in these difficult uncertain times.



A DAY IN THE LIFE OF A VOLUNTEER BUS DRIVER

Hi, I'm Marty your bus driver on our weekly outings. We go out Tuesday mornings with morning tea at some scenic location and back for your lunch at the village and out Thursday afternoons with an afternoon tea snack somewhere special.

Your Leisure & Lifestyle accompanying person Dale (our fearless leader!) last week supplied a McDonald's ice cream as a treat at the end of our afternoon journey. We often ask

the residents' input as to where they would like to go; see some whales, visit the country, go up or down the coast etc. We had morning tea at the Lismore airport car park where one comment from a bus traveler was that they had never been there.

Growing up and teaching in this area with my local knowledge we often travel on back roads and 'get lost' in the country. Driving up the Byron lighthouse we get the smile and 'nod' from the National Park Ranger as we stop and look out from Australia's most easterly point.

A trip to Evans Head, Brunswick Heads and the Lennox Head Pat Norton Lookout can bring a smile to many a passenger's face. To get out in the fresh air, take the South Ballina Burns Point ferry and a drive down beside the river to Wardell, is what makes our weekly outings such an enjoyable, healthy and worthwhile experience for our residents.

Remember to get your name in early and don't be one of the disappointed who see the 'bus full' sign go up. Marty's Party Bus!

Still in the midst of the Covid19 changes that have greatly altered the lives of all who live at St Andrews. We are doing all we can to make life interesting “in-house”. Lets all hope we can get back to some normality soon. But In the meantime we will keep on keeping on and making our own fun.

MUSIC, FRIENDSHIPS, SUNSHINE AND SMILES



NATIONAL PYJAMA DAY – 17TH JUNE, 2020

Dress up days are always a bit of fun. National Pyjama Day is an awareness/fundraising day for children in Foster Care. Staff and residents were encouraged to dress in their PJ's for the day and a donation box was set up at the front desk.

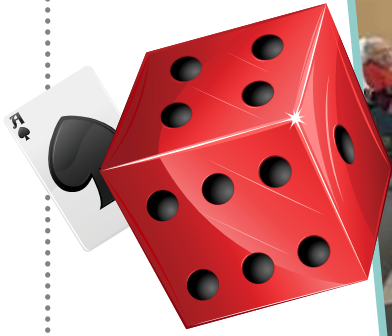


CRAFT ACTIVITIES

We have a few larger craft projects to start soon. One will be the underwater garden wall in Boronia and another is the flower wall in the Activity room. Keep an eye out for the progress.



GAMES



MENS GROUP WITH RICK

Rick has been doing a great job entertaining the men over an ale on a Tuesday afternoon. We hope to have a new volunteer to join the fray shortly.



LOVED ONES



BIRTHDAYS

BIG SMILES FROM ROSE

Gaining another year is truly a gift and one that should be celebrated. Here at St Andrews with the Covid19 restrictions we have started a new tradition of the single cupcake for the birthday person. In July we had birthdays for Val Amy, Rose Norris and Edith Anderson. August is a huge month with Mabel Bant, Carol Lindwall, Rodney Smidt, Darryl Halpin, Jean Willan, Glen Whalley, Bev Brown and Kath Petit all celebrating.



TIME...IT'S THE GREATEST GIFT OF ALL

Passion, positivity and generosity are the 3 main ingredients when it comes to being a great volunteer. These key ingredients can help with your own happiness and confidence. Being a volunteer gives one a sense of pride, knowing you are helping others, increasing self confidence and self esteem as well as giving back to the community. It's such a rewarding experience.

Our residents genuinely look forward to socially interacting with our volunteers, and the care staff at St Andrews certainly appreciate your commitment to volunteering! If you know someone who has recently retired, unemployed, enjoys meeting new people, or merely has a few hours spare, no matter what age, volunteering can help restore a sense of pride, new meaning and purpose in your life.

It's a great way to help develop new skills or try a new career path. We have a wide range of activities for volunteers including: companionship, story telling, daily walks, men's group, choir and entertainment, gardening, maintenance, kitchen and or meal service, bus driver, administration, technology use and support, Auxiliary, fundraising etc. Volunteering your time truly is the gift of giving.

**Contact the Business Development Officer for more info:
Kim Thomas Ph: 66205841 or email bdo@standrew.com.au**

A heartfelt welcome to our new and returning volunteers: Vanessa, Kerry, Marian, John, Garry, Peter, Gloria, Christine, Rick.





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Trees Word Search

W R O W I H A A Z H M A T G C
A T S I U R P O N U S H W D A
A T K L A R P T G L A A D O A
N O R L S Y L T R W L L O R W
E S P O C H E S T N U T G A A
D O O W D E R H U R I F W I K
P C L N W C O T T O N W O O D
P K Y S E R M R D H I C O U I
M R R P N N A O S T P P D Q L
H L R R R D C A P K A L D E R
O A E U E E Y A L C K L E S H
H R H C N U S N O U N P U K A
A C C E O P G S Y B I R C H W
T H A Z E L P A M N H W R D L
D C I N C E S W E Y C U D N T

Alder

Apple

Ash

Aspen

Birch

Buckthorn

Cedar

Cherry

Chestnut

Chinkapin

Cottonwood

Cypress

Dogwood

Elm

Fir

Hawthorn

Hazel

Larch

Maple

Oak

Pine

Poplar

Redwood

Sequoia

Spruce

Sweetgum

Sycamore

Walnut

Willow

Yew



St Andrews

Your home Your community

Providing all Home Care Service ...

Home Care Packages • Domestic Assistance

- Personal Care • Registered Nurses
- Meal Preparation • Gardening
- Social support and more

