

# Care in Focus

# #17

A quarterly magazine from UnitingCare Ageing - Hunter, Central Coast & New England

May 2009



Art class at Bateau Bay • Alblas Now Open! • Zoo visit for Scenic Court

Hunter, Central Coast and New England  
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 **UnitingCare**  
**Ageing**

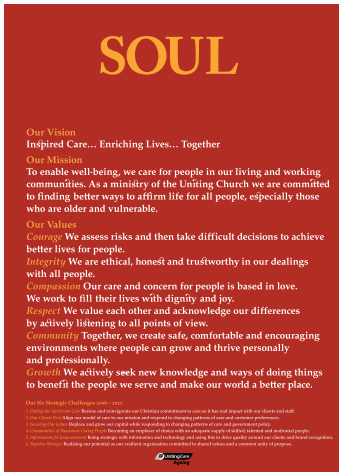


# Regional Director's Report

Following on from a number of workshops held with Senior Executive, Regional Board Chairs and Representatives from UnitingCare Ageing Board there is now agreement on UnitingCare Ageing Model of Care.

When we talk of Model of Care we mean;

1. What services do we provide and in what combinations do we provide them across the continuum of care?
2. Who are the target groups of customers for the services we provide?
3. What are the desired outcomes for our customers across the continuum of care?
4. In which communities are services delivered?
5. What are the foundation principles which underpin the Services Model?
6. When do we engage in partnerships with others in delivering services?



A clear strategy is to shift the focus of services to the provision of more community care. Whilst we acknowledge there is continued need for residential care and this is part of our Service Development Plan there is clear evidence to support the fact that the aged are staying in the community longer and need support. That support comes in many and varied ways and will grow and diversify into the future.

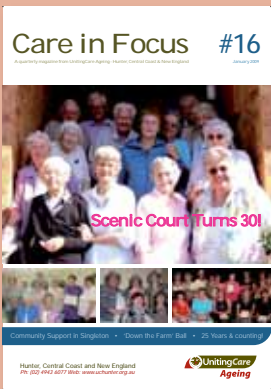
Two important trends to note are;

- o By 2047 the number of people aged 85+ (the main users of aged care services) will have increased four fold;
- o Increasing prevalence of dementia with numbers predicted to increase from 220,000 in 2007 to 730,000 by 2050 (2)

These trends need to be catered for and will be addressed in our Model of Care.

2 Productivity Commission (September 2008) "Trends in Aged Care Services: Some Implications"

**BRIAN HOWELL**  
REGIONAL DIRECTOR



## Have a story for Care in Focus?

The UnitingCare Ageing Hunter, Central Coast & New England Region are always on the look out for good news stories to bring to you about our facilities, villages and services, or information that might be important to our readers.

If you feel that you have a newsworthy story to share and would like to see it published in Care In Focus, please don't hesitate to contact Samantha Holt, Regional Communication Manager, to discuss on (02) 4908 0207 or [samantha.holt@uchunter.org.au](mailto:samantha.holt@uchunter.org.au).

*Happy reading!*



## Healthy Living for Seniors Program Official Launch

The Healthy Living for Seniors allows individuals to enjoy the company of others in a safe, relaxed and enjoyable environment whilst participating in leisure and lifestyle activities.

UnitingCare Ageing's Hunter, Central Coast & New England Region's 'Healthy Living for Seniors' is a day program for people over the age of 65 years, and is designed to support health and wellbeing through a focus on social participation, independence, and a quality of life.

Wednesday the 25th of March saw the launch of this new program, and celebrated the collaboration and partnership the Region is sharing with the participating Uniting Churches who are at Terrigal, Umina, Gosford, Narara and Kincumber. Attendees of the launch enjoyed the guest speakers, Carolyn Bunney and Dr Sian Keane, who spoke about diet and healthy living, along with carer support and the role of the carer respectively.

Rev Harry Herbert, Executive Director of UnitingCare NSW.ACT, spoke passionately about both the Region's and UnitingCare's collaborations with their local Uniting Churches, and the importance of this. And Gillian McFee, Director of UnitingCare Ageing, showed how this new service relates to the INSPIRE strategy for UnitingCare Ageing, and how the program is helping people stay in their own homes longer by providing care, support and social participation.

The launch was attended by a variety of UnitingCare Ageing staff, Executive, Board Members, volunteers and clients, along with representatives from the participating congregations and presbyteries, organisations such as DADHC and Northern Sydney Central Coast Area Health Service, and local Council.

This new program shows the provision of a service that's connected with local communities through working in partnership with the Church. These partnerships have proved to be valuable not only to UnitingCare Ageing, but also to the local community members who will benefit from this supportive program of activities and social interaction, which encourages independence, healthy ageing and health awareness.

**Please phone (02) 4384 8147 for more information on this service or to register your interest.**





# Alblas Open Day in sunny Tamworth!

On the 2nd of May the Tamworth weather supplied us with a delightful day for our Alblas Open Day. The Alblas Lodge extension has been almost a year in the making, and for all those who have watched the site grow, from UnitingCare Ageing residents and families to the general public, the open day seemed both a long time coming and a day of excitement and anticipation.

From 8:30am until 10:30am, current UnitingCare Ageing residents at Alblas Lodge, McKay House and St Andrew's Village, along with those on the waiting list for the new extension, were invited to attend guided tours of the facility to see what all the fuss has been about. From 11am onwards, the new extension was open to the general public and people arrived in droves! It seems that the Alblas extension has caused quite a stir amongst the Tamworth community... and a good stir at that! Staff from the facilities and from Regional Office pulled together on the day to provide attendees with guided tours and detailed information. It was also an opportunity for those who attended to have any questions answered. Centrelink and Commonwealth Carer Respite were also on hand to answer any questions or queries, and distribute important information.

Our Community Care team were available for enquiries, and a unit at St Andrew's Village was also open on the day for those interested in applying for a unit in the independent living village. The unit was beautifully decorated by Paul at Tamworth's Everyday Living furniture store, with the whitegoods on display being supplied by Soundy's Retravision, and UnitingCare Ageing would like to sincerely thank these two stores for their assistance and generosity.

A big thankyou also to the residents of St Andrew's Village who helped out on the day cooking the BBQ, helping out with tea and coffee, and selling delicious cakes and beautiful crafts to our attendees. Your support was very much appreciated.





## Scenic Court's escape... to the zoo!

Scenic Court residents and friends took a walk on the wild side... with Dubbo Zoo being the destination for their April bus tour. Leaving Caves Beach on the 1st of April, the 'tourists' travelled through to Merriwa for lunch, and then onwards to Gulgong for an overnight stop at the Ten Dollar Motel and a visit to the Henry Lawson Museum. The following morning the group ascended 'Flirtation Hill' in Gulgong for a higher view of the town before travelling onto the Western Plains Zoo at Dubbo.

The beauty of this Zoo is that you are able to drive in your own vehicle, ride a bike, or walk around the entire facility whilst viewing the animals in their natural habitats. The Scenic Court group were lucky enough to ride around in the bus, stopping off at various spots to hear commentaries about the hippopotamus who was being fed, and the African Elephants who were being trained. There were also opportunities to just stop and photograph the array of exotic animals on show such as zebras and giraffes.

Dubbo now has a Japanese Garden also, so this was visited by the tourists before a hearty evening meal and a comfortable sleep at Dubbo Motel, and returning home the next day.



## Region's new website

UnitingCare Ageing Hunter, Central Coast & New England Region's website has had a facelift! You are still able to access the site from the previous [www.uchunter.org.au](http://www.uchunter.org.au) site, however this will then divert you to the new site which is featured within the organisational website of [www.ageing.nsw.uca.org.au](http://www.ageing.nsw.uca.org.au)

The new site is much more user friendly and allows you to find photos and information about each facility, village and service. You can also download fact sheets and our brochure, see our latest news, find out how to apply, and now view virtual tours of some of our facilities! Take a look and enjoy!



## Bateau Bay's... Art Master Class!

The residents of Bateau Bay and Hamlyn Terrace (Warnervale) were treated to an extra special presentation on Easter Monday.



The day's attendees had a wonderful opportunity to see a famous local artist in action in the Gordon Dodd Hall, Bateau Bay. Neale Joseph kindly offered his time to deliver an Easter Message and inspire the group with a demonstration on how he paints.

Neale Joseph is an established contemporary Australian Artist. He is inspired by the richness in diversity of our Great South Land, and prefers to focus on beachscapes and landscapes.

Using the traditional mediums of oil and acrylic he captures the intimate and spontaneous moments in the joy of everyday life.



Neale has his own art gallery at Erina Heights and it has become a major attraction on the Central Coast. He is a generous person and gives a lot of time and commitment to his Church and people in communities generally.

The day began with a delicious morning tea and dance entertainment by Neale's daughter and two of her friends. After this, the painting began, with the audience in awe of Neale's spectacular talent.



The audience was made up of Nareen Gardens Aged Care Facility, Nareen Lodge, Starrett Lodge, Nareen Gardens Self Care and Nareen Warnervale Self Care residents. The entry fee was by donation and over \$600 was raised for the Victorian Bushfire victims through the Uniting Church Appeal.

A great day was had by all, and many thanks to Neale for sharing your gift.

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## Garden Suburbs... 25 Years of Pastoral Support

On the 12th of February, Garden Suburbs Aged Care Facility staff and residents, along with members of the community and congregations, celebrated the 25th Anniversary of services held in the facility. These services have been held monthly, as well as regular Pastoral Care visits, since 1984. Present at the celebration were five ladies who were at the very first service, and continue to offer their support: Mary Ash, Joan Paterson, Audrey Trevallion, Elaine Moran and Beryl Green (photo top right).

A welcome was given by Chaplain Rev Graeme Dark, followed by prayers led by Rev Pamela Kestel, and an address by regular Lay Preacher Grahame Prictor. A small choir of residents sang, along with soloist John Simonette and helpers Elaine Moran, Margaret Barlow and Beryl Green, and accompanied by dedicated pianist of 21 years, Laraine Chegwidden. At the conclusion of the service, the celebrations continued with the cutting of the anniversary cake (below right) by resident Joyce Theobald and Elaine Moran (below left).

UnitingCare Ageing wish to thank the dedicated pastoral volunteers for their many years of commitment to help make the lives of our residents better. Your support is very much appreciated.





# Koombahla loves to celebrate!

It has become common knowledge that the lifestyle staff and residents at Koombahla love any opportunity to dress up and celebrate!

St. Patrick's Day was celebrated with a special morning tea, Irish themed activities and luncheon all lead by a green brigade of staff (photo above). Residents, families and staff all dressed up for the occasion and celebrated by partaking in the range of green-themed games!



Seniors Week was held during the month of March across Australia. A group of residents from Koombahla celebrated Seniors Week by attending a concert at the Wallsend Diggers Club (photo middle right). A special afternoon tea was held to say 'thank you' to our residents in acknowledgement of their valued contribution to our community.



And who could forget Easter! The Easter Bunny made a surprise visit to Koombahla, much to the surprise of the residents! There was lots of fun and laughter as the chocolate eggs were given out to residents, and the bunny hop, hop, hopped around to see everyone (photo bottom right)!



## All fun and laughs at Nareen Gardens

On the Central Coast at Nareen Gardens they are also making the most of not only special days of the year, but every day!

Residents at Nareen Gardens recently enjoyed an outing to the Fisherman's Wharf at the Entrance, where they filled themselves with lovely fresh seafood and an array of other delights. Everyone that attended had a great day by the sea! (Photos above).

The staff at Nareen Gardens, much like the staff at Koombahla, love any chance to dress-up and celebrate! They love to bring a smile to the resident's faces. Everyone enjoyed St Patrick's Day by going completely green! There were performances, fun and laughter to be had throughout the facility!





# A lifetime of love in Tamworth

Two couples in Tamworth have recently celebrated anniversaries that not many couples make it to!

To the left is Aubrey and Nancy Parsons, who celebrated their 60th wedding anniversary on Thursday 2nd April 2009. These two were married at Tamworth Methodist Church and made their home at Bithramere (near Tamworth) for 25 years before moving into Tamworth.

They met playing tennis and were separated for 12 months as Nancy left the district to work in Sydney. But as absence makes the heart grow fonder, Nancy moved back to Tamworth, became engaged to Aubrey, waited twelve months to marry and the rest is history.

Following Aubrey's retirement he busied himself with an extensive vegetable and fruit garden. Aubrey gave much of his delicious produce away to his family, neighbours and friends.

Aubrey and Nancy have always been active in the Uniting Church and Aubrey was an elder for many years. He has been a resident at McKay House since October 2008 and Nancy comes to visit several times a week, joining Aubrey in the lifestyle activities.

To the right is Joe and Patsy. Ronald Joseph Hogg married Patsy Elizabeth Turner on the 8th April 1944 at "Keera" Bingara NSW, and have just recently celebrated a phenomenal 65 years together.

Joe and Pat have five children, fourteen grandchildren and twenty six great grandchildren to make-up their every expanding family! Joe has been a resident at McKay House in Tamworth since October 2006 also, and Pat says "that he is kindly looked after by all staff".

A big congratulations is extended to these two couples on reaching their fabulous anniversaries and celebrating a long and fulfilling life together!

# Tamworth float draws closer to the title

Our Tamworth facilities enter a float into the Cavalcade Parade at the Tamworth Country Music Festival each year. And this year they have done one better, and are only one step away from the title, being awarded second place in the 'Best Non-Commercial Section' of the parade. The team was awarded \$330 and a plaque to add to their collection!

A big well done to the Cavalcade Team Members for a brilliant float! And thank you for all your help, ideas, beautiful modelling (on the day) and assistance in getting the float built as well as attending the meetings and being available on the day.

Also, thanks go out to: Esmá Crough, Mareea Scott, Lyn Hunt, Cheryl Higgins, Vicki Simpson, Karla Darby, Lisa Robertson, Jenny Dryborough, Leanne Cubis, Libby Campbell & Jordan, Fae (Volunteer) & her Husband Frank, Kell & Anthony.

Tamara Stewart was a great addition to the Float also. She was a lovely lady and a great inspiration to the overall design of the float.

A BIG thank you also to the truck driver & owner for continuing to lend us support by loaning us our winning vehicle!

Congratulations to the whole team in Tamworth, and hopefully next year we can bring home the title!



## Garden Suburbs Staff Expo Day!

Prior to accreditation, Garden Suburbs put on an expo of a different nature... an expo day for staff! Staff and residents were invited to attend a variety of activities and presentations throughout the day, whilst able to collect goodie bags and promotional material from a range of our generous suppliers.

The aim of the day was to create understanding, learning and shared knowledge amongst staff, and to give insight into the various departments within the aged care facility. The expo was a huge hit and well attended. Congratulations to those who organised, set-up and supervised the day... it was great to see the team pull together.



# High Sea Cruising in Singleton!

Cruising the Pacific Ocean, visiting islands, playing on the beach, drinking cocktails, how does all that sound? Just what the staff and residents of Elizabeth Gates Village needed, after the rigors of preparing for and succeeding with Accreditation. All aboard the SS Lizzie for a week of fun and games and all things oceany.

April 1st was the departure date. Presented with leis and floral shirts the residents admired the nautically decorated lounge. Palm trees, bon voyage balloons, life buoys, portholes and a large painted picture of a cruise ship on display. A message in a bottle complete with sand and shells centered each dining table. The itinerary available – 7 days, Oh what fun we were about to escape too!

First off a happy hour, meet the cabin crew and lunch with the captain. This was a very enjoyable meal and sharing time of high sea escapades from residents who have traveled the world and wishes from staff who dream of one day doing it. Max led everyone in saying Grace. John was cautious of becoming sea sick hoping the seas wouldn't be too rough and Jack wanted the Captains hat!

A Blessing of the Fleet Service conducted on day 2 by the roving Anglican Minister preceded a concert performance of song and dance by members of the Anglican Parish of the High Seas. Did Jack have the Captains hat?

Day 3 and everyone was settling into the cruise ship holiday. Some staff had searched their wardrobes and were wearing the most delightful (and some not so easy to look at) Hawaiian shirts. Beach walks are always relaxing and calming so off we went to the beach. Bare feet wiggled and kicked in the sand. Sand castles were made. Shells and driftwood admired. Some very fond memories were reminisced and shared, near drowning's, shark sightings and skinny-dipping. My goodness what these old people got up to! The afternoon of games on Promenade Deck ensured everyone was worn out enough to sleep the entire night away dreaming of what day 4 would bring.

Pirates, would you believe it! Complete with eye patches, hooks for hands and swigging on beer. We had a ball of fun with these not so nasty men and women. Showing at the cinema this afternoon was, The Poseidon Adventure. Day 5 was a day for relaxing! Games were offered on Emerald deck but most opted for sunning and writing postcards home.

Shore leave was granted for a few on the morning of the sixth day. Later in the day everyone enjoyed Cocktail Afternoon with Lisa on Lido Deck. Lisa mixed and served some wonderfully easy to drink liquids. She even had those little umbrellas, straws and fruit pieces for decoration. The most exciting episode to day 6 were the hoola dancing lessons. Even with hoola hoops participants efforts were disastrous. There was plenty of wobbling, shaking and rattling going on but not much hoolaing. Barb had a go and admitted herself – "how hopeless!" Everyone had sore and tired laughing muscles when they went to bed this night.

Day 7 and after so much relaxing it was time for exercising – with beach balls. Throw, roll and kick – the effort of it all was too much. The afternoon was spent in The Piano Bar listening and singing along to some old favourites.

Before arriving home the residents attended a debriefing meeting with Captain Lyddiard. "What happens on the cruise ship, stays on the cruise ship! Never let an opportunity go by to partake in a farewell lunch with the cabin crew. Ah, back down to earth with a thud, we had returned home. All had a most enjoyable time. There are plenty of photographs to prove how much fun everyone had and best of all – no sunburn or seasickness and we didn't even leave Singleton.

# Volunteer Voice

Hunter Volunteer Coordinator & Acting Regional Volunteer Manager - Rose Harrison

Hi there! I hope this finds everyone well. As usual we are very busy in the Hunter doing what we do best – anything and everything that provides a better place for our residents to live.

Volunteers are busy keeping the outside of facilities looking good with lots of people being involved in gardening and grounds maintenance around facilities. There are also the usual smiling faces buzzing around the place providing care and companionship to residents. Irwin Hall have been busy with their Hand Care program, making the ladies nails look stylish, (see pictures) and Salamander Bay has also recently become involved with the same program.

Greg Campton, a volunteer from Koombahla, recently converted a disused laundry trolley into an indoor garden. The purpose of this was to bring the garden inside for those residents who are not able to venture out to the garden. Greg says "I suggested that the trolley would look good with plastic grass on it to represent the outdoors, next thing I knew the job was mine". Greg completed the whole job including designing the finished product, sourcing all the materials and then putting it all together. Well done Greg it looks great! (See pictures).

We welcome another volunteer to the Life Stories program that runs at Lindsay Gardens, Irwin Hall and Koombahla. Volunteers interview residents to hear their life story told in their own words. This process differs from the information gathered when the resident moves into the facility. The Life Stories program is about the resident's journey through life, their observations, hopes and dreams. A book is presented to the resident or client to keep, and we will now be able to provide a voice recording of the interviews as well.

Volunteer Services reached a very important milestone in March. We had 284 volunteers contribute 8,800 hours of unpaid volunteer time across the region. We have been striving to reach the target of 8,000 hours for the month for a while and we are very proud of that achievement. So well done everyone, and as always thank you for what you do.

By the time you read this we will have had Volunteer Week for 2009. There are functions being held in facilities around the Region, I hope everyone enjoyed those and were made to feel extra special in that week.

That's it from me. I would love to have some contributions from volunteers. Get in touch in any of the usual ways; let's hear from our volunteers about what you are doing – maybe we can share some ideas with volunteers from the other facilities.



# Volunteer Voice

## Central Coast Volunteer Coordinator - Leanne Parsell

Our Central Coast Volunteer Christmas Get-Together exceeded all our expectations. 142 guests joined together in celebration of another year coming to a close. It's a small way of showing our appreciation for the fantastic job the volunteers do. I personally felt so proud to look around the function room and see so many smiling faces. A big thank you to you all for the assistance and friendship that has been given to our UnitingCare Ageing residents and staff.

It has been a non-stop new year so far. We welcome back into our team Craig Horder, who has taken on the role of Work For Dole supervisor. It's going to be a big year with many projects taking place. As we progress throughout 2009 we will keep you up to date on what has been happening.

There has been plenty of activity around Nareen Gardens, with the grounds having a clean up. Some volunteers have been busy laying pavers, mulching and planting plants to beautify the grounds. Much of the same for Starrett Lodge with plenty of activity occurring there also.

A new sensory area for dementia residents is being constructed at Starrett Lodge also. The volunteers are being shown many new skills such as concreting, construction of a pergola and the correct way to prepare the soil for planting.

Corella Cottage Coordinator Denise Knight has nothing but praise for her volunteers. One in particular, Deanne, who has slipped into being part of the team so well that she is being encouraged to apply for a position with UnitingCare Ageing.

And Paul, one of our wonderful volunteers, has managed to do the impossible. A male resident " Ted " who hasn't left his room in approx 1½ years is now venturing out into the courtyard for a cuppa. The nurses and physiotherapist is amazed that Paul could coax him out in a wheelchair, and now this gentleman is actually walking. A good friendship, compassion and respect between these two men has been formed through Paul's understanding our person-centred approach to care for our residents.

Other news for the Central Coast is that volunteer Tony White, who works at Nareen Gardens Self Care Bateau Bay, has organised a computer learning class for the residents, and so far has 22 people on his list. (Photo bottom right)

If there is anyone out there who knows of someone who may have a spare hour or 2 each week or fortnight please pass on my number 0412 593 944 and they too can become part of this great team.

Until next time, KEEP SMILING.



# Volunteer Voice

## Tamworth Volunteer Coordinator - Marjorie Warren

Hi Everyone. I would like to introduce myself to you, I am Marjorie Warren. I am the new Volunteer Coordinator for St Andrew's at Tamworth. A little about myself, I have been happily married for thirty-three years to a wonderful man Graham, we have two daughters who have married and created six beautiful grandchildren for us.

I have worked in aged care for over twenty years, the last ten at McKay House Tamworth doing AIN work. And although I have thoroughly enjoyed my time in aged care and I know I will miss it, it was time to have a change, and so here I am! I know many of the volunteers I am now working with from my previous role, so hopefully the transition will be a smooth one for us all. The Tamworth volunteers have made me feel very welcome – and I thank you for that.

I am enjoying learning so much about my new role. I hope that I am able to carry on with all the good work of my colleagues. Nice to meet you all.

## Singleton Volunteer Coordinator - Sharon Cox

Hello to everyone! It has been a very busy and rewarding 4 months here at Elizabeth Gates Village. We have a fantastic volunteer program running with over 800 dedicated volunteer hours in the month of March. This is a great result.

In this edition I would like to highlight the contribution of a group of 4 participants from Endeavour. These young people have mild intellectual disabilities. Two are helping maintain the animals at the Village and their roles are to feed, give fresh water, and clean the animals cages. They also help out by watering all the plants around the facility. The other young man's role is to maintain the order in the linen room, and he is very proud of his work. These volunteers are leaning new skills and improving their confidence and self-esteem, and are appreciated by all the staff for their efforts.

On Friday the 24th of May was the biggest event of the year for the Singleton aged care services. The ballroom at Alroy House was packed with people of all generations having a great time! The occasion was the masked and fantasy ball and thanks for the fantastic help from staff and volunteers who assisted in creating an enjoyable event for the residents, full of fun and festivities! (Photos below)



# SOUL

## Our Vision

Inspired Care... Enriching Lives... Together

## Our Mission

To enable well-being, we care for people in our living and working communities. As a ministry of the Uniting Church we are committed to finding better ways to affirm life for all people, especially those who are older and vulnerable.

## Our Values

**Courage** We assess risks and then take difficult decisions to achieve better lives for people.

**Integrity** We are ethical, honest and trustworthy in our dealings with all people.

**Compassion** Our care and concern for people is based in love. We work to fill their lives with dignity and joy.

**Respect** We value each other and acknowledge our differences by actively listening to all points of view.

**Community** Together, we create safe, comfortable and encouraging environments where people can grow and thrive personally and professionally.

**Growth** We actively seek new knowledge and ways of doing things to benefit the people we serve and make our world a better place.

## Our Six Strategic Challenges 2006 – 2011

1. *Putting the Spirit into Care* Review and reinvigorate our Christian commitment to care so it has real impact with our clients and staff.
2. *Our Clients First* Align our model of care to our mission and respond to changing patterns of care and customer preferences.
3. *Securing Our Future* Replace and grow our capital while responding to changing patterns of care and government policy.
4. *Communities of Passionate Caring People* Becoming an employer of choice with an adequate supply of skilled, talented and motivated people.
5. *Information for Empowerment* Being strategic with information and technology and using this to drive quality around our clients and brand recognition.
6. *Together Stronger* Realising our potential as one resilient organisation committed to shared values and a common unity of purpose.

