



**CARRINGTON**

CARING FOR PEOPLE

CARRINGTON CENTENNIAL CARE LTD

# Carrington Care Newsletter

Issue 10

January/February  
2011

## Dear Residents and Relatives

### *Greetings*

Happy New Year to all of our residents and their families and I hope that you had an enjoyable time with your families.

It is our hope that 2011 is a happy and health year for you all and I and my team look forward to ensuring that Carrington continues to do well and provide the best possible aged care services.

Our prayers and thoughts are with our fellow Australians in Queensland and particularly in North Queensland in their time of need as a result of the devastation caused by Cyclone Yasi.

For us at Carrington the new year started very well through your excellent feedback that we have received through the Resident Satisfaction Survey conducted late last year.

Your positive feedback across all aspects of our care and services can only give us more encouragement to do better. There are a couple of areas which have been highlighted for further improvement including the development of new food menus and also weekend activities for our residents. Through the analysis of the survey results an action plan has been developed to quickly address these issues.

May I thank you for taking the time to provide us with your feedback and with your help to ensure that we can do better for our residents.



I also wish to advise you that the position of Care Manager—Nursing Home (Rothbury/Rose and Parry House) was recently advertised and interviews for the position will be held shortly.

Janet Fletcher has been acting in this position since the resignation of Michelle Warwick in November 2010.

Thank you again for your support and input and our Care Managers look forward to your contribution.

Best Wishes

***Raad Richards***  
***Chief Executive***

## News from Director Residential Care



Greetings to each and every resident, resident relatives, family members and friends. 2011 is set to be an amazing year. During this year you will have a splendid variety of events to look forward to. We will see a continuation of the exercise and wellbeing program provided in partnership with Macquarie Fields TAFE, which so many of you happily joined in with during 2010. It is thrilling to know that this program has been nationally recognised and awarded first place for innovations in care held by the Australian Aged Care Channel.

We are also partnering with the Macarthur Division of GPs in a program aimed to assist in reducing falls experienced by older people. The program starts in February at Mary MacKillop Hostel. I look forward to those of you who participate finding the experience enjoyable, informative and helpful.

I would like to notify you of Carrington's sincere appreciation for the Schwartz Practice

Doctors and Dr. Peter Arnau- don for agreeing to oversee the inaugural 4<sup>th</sup> year Notre Dame University Medical Student placements. The program is the first of its kind to run in Australia within residential care services, and will begin at the end of February. Our aim is to encourage newly graduating doctors, to have a clear appreciation of the medical care and treatment required for Older Australians, and to inspire them to specialise in this area of medical practice.

Your feedback was sought towards the end of last year using a questionnaire distributed to each of you and/or nominated family representative. Thank you for such a tremendous response. We received more than a 50% response rate which indicates a significant improvement from the previous year. The results were pleasing for each facility, and are being used to further develop and improve the care and services we provide for you. The specific results of your facility will be presented at the Resident and Relative Forum, as well as a copy posted onto the Resident Communication Board.

The information gathered related to: services from care staff; activities and passing the time; involvement and social environment; the home's comfort and surroundings; resident services – medical and health related; resident services – food; maintaining community contact; and your overall views of the home. Analysis has allowed us to clearly understand those things we are doing well. And

in each of the key areas the results indicate a satisfaction rating that ranges from 74% - 93%.

It is also clear from your comments that some of you would like to see further developments in the lifestyle and leisure activity weekend programs and with our menu offerings. I can assure you that you will be encouraged to evaluate the changes we introduce to the menu and weekend activity programs.

***Sue Adamczuk***  
***Director Residential Care***

## News from the Nursing Home (Parry/Rose/Rothbury Houses)

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Here we are in 2011. We would like to thank families, friends and staff for all their support during the past year. We are looking forward to working with you all this new year. Lets all work towards a lot of exciting activities and outings.

The Christmas period in the Nursing Home was very busy. We thoroughly enjoyed all the entertainments provided by various local schools, choirs and musicians. On behalf of our Residents and Staff, we convey our thanks and appreciation.. We are looking forward to you returning to entertain us this year.

Our **Family Day** in December was very well attended by residents, families and friends. Everyone enjoyed some delicious party food and entertainment by local group 'Style'.

We had a great response to our yearly Christmas raffle and would like thank everyone who donated prizes and bought tickets, I am sure there were many happy winners.– proceeds go

2011 so far, the residents have enjoyed recent outings to Vaby's restaurant Picton; Camden RSL, and a scenic drive around the local area.

Due to the unusual hot weather patterns we are experiencing at this time, I would like to remind Residents, Families, and Staff going outside in the open to ensure they slip on a hat, slap on sunscreen and protect their eyes by wearing sunglasses.

We would also like to spare a thought to all those people who are affected by the wrath of the recent weather pattern across Australia.

Don't forget we also hold a Movie Night on the big screen in Day Care every Wednesday. All residents are welcome to attend.

***Janet Fletcher***  
***Acting Care Manag-***

### **What's on in February:**

Fri 4<sup>th</sup> Sing-a-long; Day Care

Mon 7<sup>th</sup> Carrington Singers; Day Care

Tues 8<sup>th</sup> Parry House bus trip / picnic at Burragorang look-out

Tues 15<sup>th</sup> Rothbury / Rose bus trip to Mittagong RSL

Sat 20<sup>th</sup> Country Plus; 10:30am in Day Care

Thur 17<sup>th</sup> Anglican Service; Day Care

Thur 20<sup>th</sup> Friendship Group; Day Care

Wed 23<sup>rd</sup> Residents & Representatives Forum / Resident Focus Group, Day Care 10.30am – all welcome

Every Wed: Catholic Service; Carrington Chapel

## Hello from the Pastoral Care Team and Volunteer Care Team

### *Reflections from a volunteer Pastoral Carer*

I was fortunate to be accepted for the training programme in June 2009.

After 8 weeks of training and guidance from Donna Barnard, our co-ordinator, our group graduated in August 2009.

Our training was a wonderful journey, challenging at times, although we all knew that we had great support from Donna, and our fellow trainees. We received training and guidance from many different people covering communication and listening skills, residents with dementia, grief and grieving, palliative care – and much more. We were also given the opportunity to visit the various facilities, and talk with residents.

Once we had graduated and were introduced to our residents, our real journey commenced. It takes time to build a relationship, but once you can establish a rapport with your resident the fulfilment is amazing.

At times we may meet residents who are feeling lonely and sad, sometimes due to events during their lifetime. It is wonderful to be able to be with them when they reminisce about the good and not-so-good times, and to be there to listen and support them through this.

I have found this role to be life changing and enriching. I would recommend it to anyone who feels that they would care to bring a little joy and comfort into the lives of some of our residents.

*Robyn Williams*  
*Pastoral Care Volunteer*



Donna and Jo-anne

If you feel that you or your family member would benefit from visits from one of our Pastoral carers, please let the RN know and they will contact us.

Alternatively you are welcome to contact Donna on Ph: 46590 418 or email [dbarnard@carringtoncare.com.au](mailto:dbarnard@carringtoncare.com.au) Mondays or Tuesdays, for further information or to organise visits.

Our Pastoral Care Team members are committed to providing the best in holistic care to residents and families at Carrington, and look forward to meeting you.

***Donna Barnard***  
***Pastoral Care Co-ordinator***

The year is getting off to a good start for volunteering at Carrington with 8 enquiries from people looking to volunteer, so hopefully we shall be able to fill some of the areas (such as Grasmere Terrace

kiosk) where we are needing help.

Our calendar for the first half of the year looks packed as Donna and I look at recruiting and training, with the training program due to

begin at the end of March. All of our new volunteers are now being booked into our Carrington Orientation days to give them a more comprehensive orientation and overview of Carrington and the services we provide.

We have recruited and started three new bus drivers to accommodate outings for the facilities as well as extra back up for our regular Carrington Village shop run, which runs 5 days per week.

We have also had new recruits starting in our Grasmere Terrace and Rose/Rothbury/Parry facilities, helping out with Lifestyle and Leisure activities.

All in all it is a busy time recruiting, training and looking after our new volunteers – a great start to 2011!!

***Jo-anne Craik-Cooper***  
***Volunteer Co-ordinator***

## News from Grasmere Terrace Facility



If that wasn't bad enough, it can also increase the risk of a urinary tract infection!

Staff you meet will encourage you to increase your fluid intake during the warmer weather. Keith, the Support Services Manager has provided all residential care facilities with ice blocks for residents. I would encourage everyone to imbibe in these treats.

It was great to see so many people at the Resident and Representative meeting. It isn't February yet and I've got a huge

'To do' list already for the year.

Thank you to everyone who participates in these meetings.

If you haven't had the opportunity to attend one of these meetings please feel welcome. Dates of upcoming meetings are advertised on the noticeboards in High and Low Care.

Regards

***Phil Brown***  
***Care Manager***

The weather has been very fortunate. The ample rain in December has ensured that the grounds are green and the trees are looking better than ever. The wildlife is abundant, especially the insects. Do watch where you step if you walk around the grounds, the snakes and blue-tongues are out as well.

The warmer weather does present other risks for older people. It is very tempting while watching the last set of the tennis on the TV or while watching our cricket team getting a hiding to stay in a chair rather than grab a drink. Maintaining hydration in the warmer months is vitally important. Warm weather, and even air-conditioning to a degree can increase 'insensible' water loss – water that is lost through perspiration and respiration. This can cause a drop in blood pressure which can cause dizziness, compromise stability and increase the risk of a fall.



A visit from Santa

## News from Mary MacKillop Facility



**H**appy 2011 to everyone. Its already February.

January has been a bit quieter than December .

Residents enjoyed a bus outing to the Camden RSL club for lunch last week.

Our Coffee Club is a great success & numbers growing rapidly. We have just purchased another coffee machine which has enhanced the service

time. Thanks to the Carrington fete fundraising effort.

The new menu is up and running and will be the point of discussion at the February resident focus group meeting.

We are preparing for accreditation and our site audit is scheduled for Feb 22, 23, and 24.

Residents and representatives meeting schedule for 2011 is being developed . Everyone is very welcome to attend and we value your input.

A big congratulations to Leo who passed his driving test with flying colours last week.

As we geared up for Australia Day celebrations Mary Mac is

adorned with flags and Aussie decorations. A BBQ lunch for all on the day so I hope you had a Happy Australia Day one and all.

The residents were invited to a Rotary Christmas lunch at Salvation Army Hall at Narellan. Residents from Grasmere Terrace, Paling Court and Mary



Residents enjoy Rotary Christmas Lunch

MacKillop attended the luncheon. They were entertained by two very talented children, who have performed at the School Eisteddfods.

**Roslyn Gravolin**  
**Care Manager**



Members of a local harnessing club visit Carrington to give residents the opportunity to meet with the horses and admire the rigs and the skill of the drivers.

## News from Paling Court Facility



treated to a spectacular seated lunch, entertained by local school children and had the opportunity to meet Residents from other Aged Care Facilities.

We are looking forward to a jam packed program in 2011!

***Greer Jones***  
***Care Manager***



Paling Court's Christmas Pageant

On 2 December, Paling Court Residents participated in a Christmas Pageant. It was great fun and we invited many residents from Mary MacKillop and Self Care to enjoy our production! Residents donned Christmas costumes and sang some beautiful Christmas Carols.

We also held our first Family Day this Christmas. It was a lovely day for residents to spend with their families and everyone enjoyed a band for entertainment, lunch and happy hour!

This Christmas Residents decorated their own Christmas cakes. Each were given a small fruitcake and added their own personal touch with ribbons and decorations - a beautiful gift for family members.

A trip to the Salvation Army Christmas luncheon together with Mary MacKillop Residents was a hit. Residents were



Cake decorating classes are a great way of creating beautiful Christmas presents

## Leisure and Lifestyle

In response to your valued feedback we are making changes to our weekend activity programs in each of our facilities.

To start off the program we will be offering a movie of the day, where residents will be offered light refreshments ranging from Popcorn, Chips and Ice-cream. Each week one resident will be asked by a lifestyle and leisure team member to select a movie to be shown during the weekend. The team will also ask residents to assist with the selection of music to be played during the weekend morning and afternoon periods. For those of you who prefer to keep up with current affairs and news events the daily papers have been arranged for delivery to each unit and placed in the main sitting areas. Also, board and card games will be made available for those of you who enjoy Chess, Checkers, Uno or Solitaire etc.

The Registered Nurse for each unit or Team Leader on duty will oversee the programs and assist in the evaluation of these initiatives. We encourage and welcome your feedback and ideas for programs that would interest you, and your fellow residents.

***Sue Adamczuk***  
***Director Residential Care***



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We're on the web

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### ***Resident Relative Forums—Feb/March 2011***

<b>Parry/Rose/ Rothbury</b>	<b>Grasmere High Care</b>	<b>Grasmere Low Care</b>	<b>Mary MacKillop</b>	<b>Paling Court</b>
10.30 am	2.00 pm	11.00 am	1.30 pm	10.30 am
Wednesday	Wednesday	Thursday	Thursday	Wednesday
23 February	23 February	24 February	17 February	3 February
10.30 am	2.00 pm	11.00 am	1.30 pm	10.30 am
Wednesday	Wednesday	Wednesday	Thursday	Wednesday
23 March	23 March	24 March	17 March	3 March