

Open Door

Spring 2010 edition

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It's a fiesta at SandBrook!

"Olay, olay, olay!" SandBrook took a journey to the colour and festivities of Spain with a cultural celebration day in August.

Traditional food and music was at the centre of the celebration that was brought to life by castanets, traditional lace dresses and flamenco dancing.

Another recent treat for SandBrook staff and residents, was a special visit from a young group of Japanese health students. The students taught everyone how to fold origami and showed-off their fabulous kimonos.



McKenzie
AGED CARE GROUP

To find out what residents and staff have been up to at our other facilities, check out pages 5 and 6...

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Meet the Staff



McKenzie Group kitchens add some spice to life

Behind the scenes at every McKenzie Group facility is a dynamic and creative team of chefs who work hard to provide a delicious and nutritious menu each day.

Proud of the variety of fresh and flavoursome meals that are put to table every breakfast, lunch and dinner, we wanted to share with you a little more about the effort that goes on in the kitchen.

A typical day starts at 4am in preparation for the breakfast rounds, before the kitchen staff visit each of the residents to discuss the day's menu and take their orders.

Head chefs work in close consultation with the clinical staff to ensure meals meet each residents' nutritional and health needs and are also tailored to taste preferences.

Mealtime is an important aspect of care, particularly for residents who look forward to the social nature of coming together and sitting down for a meal.

We thought it was timely to introduce you to each of our head chefs.



The Armitage

Ayse Sali, 7 years
12 kitchen staff

Resident's Top dish:
Sticky date pudding.



Sutton Park

Michelle Camillieri, 7 years
10 kitchen staff

Resident's Top 3:
Golden syrup dumplings,
Roast,
Homebaked pizzas.



Raffles

Jeanette Ryce, 8.5 years
12 kitchen staff

Resident's Top 3:
Roast,
Ice cream,
Lamb chops.



Buderim Views

Victor Villanueva, 1.5 years
12 kitchen staff

Resident's Top 3:
Roast,
Silverside,
Lamb shanks.



The Terraces

Brett Stephensen, 6 months
14 kitchen staff

Resident's Top 3:
Lamb shanks,
Curry prawns,
Pickled pork.



Heritage Lodge

Ian Smart, 4 years
21 kitchen staff

Resident's Top 3:
Curry prawns,
Roast turkey,
Crumbed fish.



SandBrook

Ray Seymour, 7 months
15 kitchen staff

Resident's Top 3:
Slow cooked roast lamb with red wine
gravy, Casserole,
Crumbed fish.



Kate Gray

Regional Operations Manager - QLD



One of the McKenzie Group's newest recruits, Kate Gray joined the team in September to fill a new and exciting management position. As the Regional Operations Manager for Queensland, Kate will provide high-level management and leadership support to Operations Manager, Sandra Griffin.

Kate will be based at The Terraces, but will work across all facilities with a focus on those in New South Wales and Queensland. Her first key focus is on HR systems and processes.

With 25 years of experience in nursing and senior management positions across aged care and mental health services, Kate has a breadth of experience and understanding of the challenges of residential care.

We asked Kate to take some time out from her busy day to answer some questions for us:

What appealed to you about a job with the McKenzie Group?

I was struck by the great business acumen and culture of the group. I felt that my values are a good fit and upon getting to know the team, I can see they resonate through all aspects of the company.

What are your favourite things to do on the weekend?

I love yoga, going to the movies, dinner dates with friends and enjoy a glass of wine, as well as some reading when I can fit it in.

What is your idea of a perfect holiday?

While this might change living up North, having come from Melbourne

I always look forward to going somewhere tropical and having a relaxing holiday.

If you could meet anyone in the world, who would it be?

Caesar Milan (Dog Whisperer)

List three words that describe you.

Easy going, energetic, with a good sense of humour.

Any words of advice or warnings to your colleagues?

Be prepared for some work on exciting projects in the days ahead.

Champion shooter wins two titles

The Terraces' Client and Marketing Relations Manager, Kim Hunt's son Matthew was a recent champion at the Queensland State Titles for the International Practical Shooting Confederation.

At only age 13, he competed against participants up to 56-years-old to win in both 'D' and 'C' Grades.

Well done Matthew!



Staff Update

We would like to wish Head Office's Accountant Grace Virgona bon voyage, as she jets off to Europe for six weeks over September and October.

Grace will spend five days in London before heading to Paris, Claude Monet's House and to the Palace of Versailles. The rest of her trip will be spent along the East and West Coasts of the UK.

We wish Grace a beautiful holiday.



New McKenzie Baby!

Congratulations to The Armitage's Aroha (Lovey) Cherry on her beautiful baby girl, Naumai, born on 30 July.

Coming Up...

The Terraces to open new super suites

The Terraces will open its fourth floor of cozy super suites for the first time at an Open Day on Sunday 17 October.

The 25 super suites are fully contained one-bedroom apartments, with a lounge, ensuite and kitchenette. The suites are suitable for low care residents who are after full independence with the comfort of knowing there is support available whenever they need it.

Five residents will move to the suites on the day with the other rooms to be filled after the opening.

Look out for photos in the next edition of Open Door.

Fresh new look for Sutton Park

Sutton Park is set to undergo a makeover in coming months with plans for a refurbishment towards the end of 2010/11.

Part of the exciting revamp will include expanding the office space and an update to the facility's decor. The McKenzie team will keep staff and residents updated on the plans as they come to fruition.



Sutton Park goes to Neverland with a pirate and fairies dress-up day.

Keith's Column



Home is where the heart is

"Home is a place you grow up wanting to leave and grow old wanting to get back to."

John Pearce.

It's easy to underestimate the trauma associated with the need to leave home and enter residential aged care. Some of our residents had lived in their own home for many decades and experience real grief in having to leave the familiarity and comfort of the 'nest' they had created,

shared with a spouse and raised a family.

There are times when a prospective resident will arrive at a facility following a sudden and unexpected stint in hospital, having never had the opportunity to return to their home to touch familiar things and say goodbye.

Regardless of how courageous they seem to be and how accepting of their lot, there is often real grief and, not infrequently, resentment and the feelings of injustice. All these experiences need to be understood as normal; they need to be validated, and when we observe 'difficult' behaviours, they need to be understood.

These are the people I am sometimes asked to see – to hear their stories and to offer comfort and reassurance.

One of the most unhelpful things I have observed is when well-meaning people try to jolly grieving people out of what are seen as negative feelings. Families sometimes

try to do this because they are not comfortable witnessing the unhappiness of their loved one and, at times, because they are struggling with their own guilt in not being able to provide care for an ageing parent. Yet often when a person feels they are empathetically heard and genuinely understood, there is the freedom to move on.

There comes a time for many residents when the care facility becomes 'home'. This is always a healthy sign of acceptance and settledness.

It's a beautiful thing when 'home' ceases to be an outward phenomenon and people are 'at home' within themselves – at peace and content – when their inner life is beautifully decorated by the achievements and accolades of a lifetime.

Keith Cameron-Smith
Resident and Staff Support Officer

Buderim Views shakes off winter chills

Winter solstice is often considered the turning point of the season, as it marks the shift to longer days and shorter nights.

Yearning to shake off their winter chills, staff and residents at Buderim Views took the opportunity to celebrate with their very own Winter Solstice Ball.

It was a lavish black-tie event, and many guests delighted in dressing to the nines in their best suits and gowns.

The lifestyle team would like to send a special thanks to the staff who volunteered their time to help make the night a great success.

Buderim Views plans to hold a summer solstice ball in accordance with their Christmas celebrations later this year.



Buderim Views function room was transformed into a Winter wonderland for the Solstice Ball.

Happy Birthday Angiola!

There was plenty of cake to share in celebration of Sutton Park resident Angiola Gentile's 99th birthday recently.

Angiola was joined by staff, residents, family and friends and had a fabulous lunch in the private dining room to mark the milestone.

Everyone at the McKenzie Aged Care Group wishes Angiola a Happy Birthday!

The Terraces joins community in Gold Coast Marathon

Staff at The Terraces trumped a 5km walk as part of the annual Gold Coast Marathon on Sunday 4 July.

The early morning event took the team of nine staff and their families only an hour to complete.

The 5km challenge took participants along a beautiful stretch of The Broadwater bay, before making a loop and finishing at the popular Australia Fair Shopping Centre.

Staff said Facility Operations Manager Sandy Foote had been the source for inspiration for a fitter and healthier The Terraces team.

Next year, The Terraces plans to grow the McKenzie Group team and encourages all interested staff and their family to get onboard.

Sutton Park's ladies' day out

A recent highlight for Sutton Park residents was a classy ladies' luncheon put on by the Strathmore Rotary Club.

The ladies made their very own special hairpieces with faux feathers and flowers to wear to the event, which was held in the private home of one of the Rotarian volunteers.

The Rotarians provided a lovely lunch and presentation of beautiful hats from around the world.



Residents (L-R) Hazel, Margaret and Shirley enjoy a ladies-only luncheon.

The Armitage dance up a storm



L-R: The Armitage Lifestyle staff Peter (Student), Thapelo (Lifestyle Assistant), Deborah (Lifestyle Coordinator), Jessie (student) and Jagat (Lifestyle Assistant).

The Armitage put on their dancing shoes for a Tea Dance recently. The entertainment, dancing and high tea was enjoyed equally by residents and staff.

The Armitage also recently took a bus trip to the nearby Melbourne Botanical Gardens for a delicious morning tea at the Observatory Café and walk on the scenic garden paths. With its beautiful views, the gardens and café are one of the residents' favourite places to visit on their regular outings.



It's a ladies' day for Sutton Park and the Strathmore Rotary Club.

Heritage Lodge holds Art Show

For the second year running, Heritage Lodge held its very own art show in conjunction with a community art group.

About 40 pieces by residents, staff and local artists were displayed at the facility for two days with the opportunity for the community to visit. Special guest and well-known local artist Graeme Stevenson officially opened the show with a morning tea.



Heritage Lodge entered Murwillumbah's Banana Festival Parade with a float decorated and designed with the theme 'heroes and villains'. As part of the day, residents enjoyed a picnic lunch and spotting their family out in the crowds.



Heritage Lodge resident Hazel Baldry displays her piece 'Peaks Crossing'

Raffles goes to Hollywood

Raffles has enjoyed a number of special themed nights recently including a Hollywood themed dinner.

The red carpet set the scene for the night, as residents came dressed in their best glamour gowns and suits, and the staff as their favourite movie characters. A red rose adorned every dining table to which the kitchen provided an assortment of delicious finger foods.

The night was topped off with a stellar performance by local singer Belle Starr who had everyone dancing and singing.

Four McKenzie facilities transfer to iCare

iCare, the exciting new electronic system for clinical care, continues to be successfully implemented at a number of the McKenzie Group facilities.

Raffles, SandBrook, Heritage Lodge and The Terraces have all begun training in iCare, which will enable staff to document residents' clinical data into a single electronic file giving them a holistic view of a resident's health needs.

By the end of September, The Armitage and Sutton Park will have also started training, with the aim of going live in November.

iCare is being implemented in incremental stages to ensure staff are confident in using the new system.

"The transfer to iCare can be challenging, but it's been a smooth transition to date," said Project Manager Prue Dear. "Staff have taken it in their stride and are managing the system extremely well."

"We're offering extra support and training to any staff member who experiences difficulties or has concerns about using the new system," Prue said.

Buderim Views currently uses an electronic documentation system called Lee Care.

The Terraces receives perfect accreditation score

The Terraces has received a perfect score of 44 from the Aged Care Standards and Accreditation Agency (ACSAA).

The mandatory accreditation ensures The Terraces can continue operations for the next three years.

During the accreditation review, ACSAA assessed the facility's entire operation, including clinical care, nutrition and hydration and support for residents' choice and decision-making.

A perfect score is testament to our team's hard work and commitment to the best standards of resident care all year round.

Well done The Terraces!



The Terraces celebrate Holland Day (L - R) Julie Wolsey - Diversional Therapist, Angela Cork - Volunteer, Graham Herbert - Volunteer, Cathy Ponton - Diversional Therapist.