

Eloura News

July August
2011



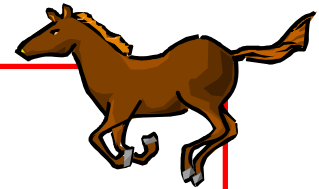
Residents enjoying the entertainment during the recent preschool visit.

Coming Events for July

- 1st International Joke Day
- 5th Special Needs Bus Outing
- 6th Carers Meeting
State Of Origin
- 7th NAIDOC Cultural Day
- 8th Residents Shopping
- 11th National Diabetes Day
- 15th Bus Outing For Lunch
- 18th Bowling Club Outing
- 19th Auxiliary Meeting
- 21st Christmas In July Celebrations
- 22nd Bus Outing
- 28th 1.30 Residents Meeting &
Fire Training For Residents



Coming Events for August



- 1st Horses Birthday
- 2nd Special Needs Bus Outing
- 8th Australia's 1st Saint Mary Mackillop
- 12th Residents Shopping Day Limit 4
- 15th Bowling Club
RSPCA Cup Cake Day
- 16th Auxiliary Meeting
- 18th Vietnam Veterans Reflections Day
- 19th Bus Outing
- 25th CWA Luncheon
1.30 Residents Meeting
- 26th Daffodil Day



Church Dates

**All Services on Level 1 at Eloura & visitors
are welcome**

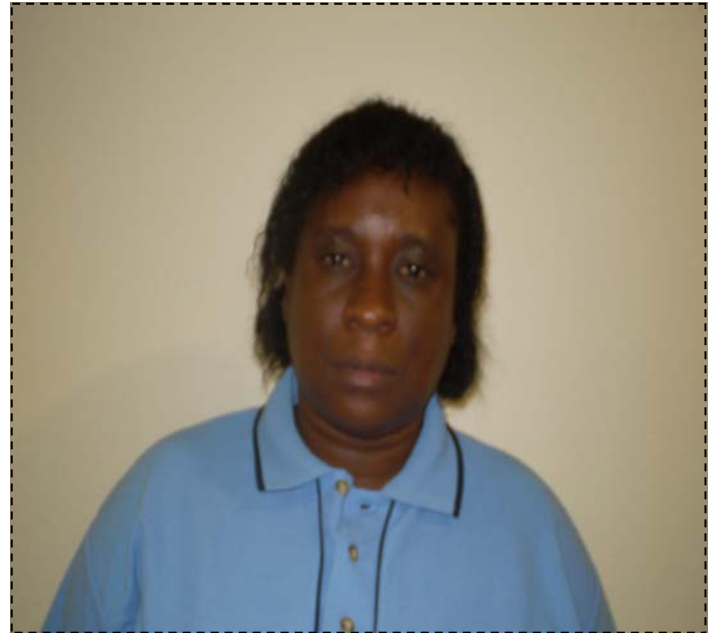
Second Tuesday 9.30 am—Uniting Church Service

**Each Wednesday 5.40 pm—Anglican Church
Service**

**Fourth Thursday 2.30 pm—Pastoral Care following
Residents Meeting**

Second Friday 9.30am—Harvest Christian Service

Welcome New Staff



Care Staff: Chelsea Brown & Getrude Gatsi

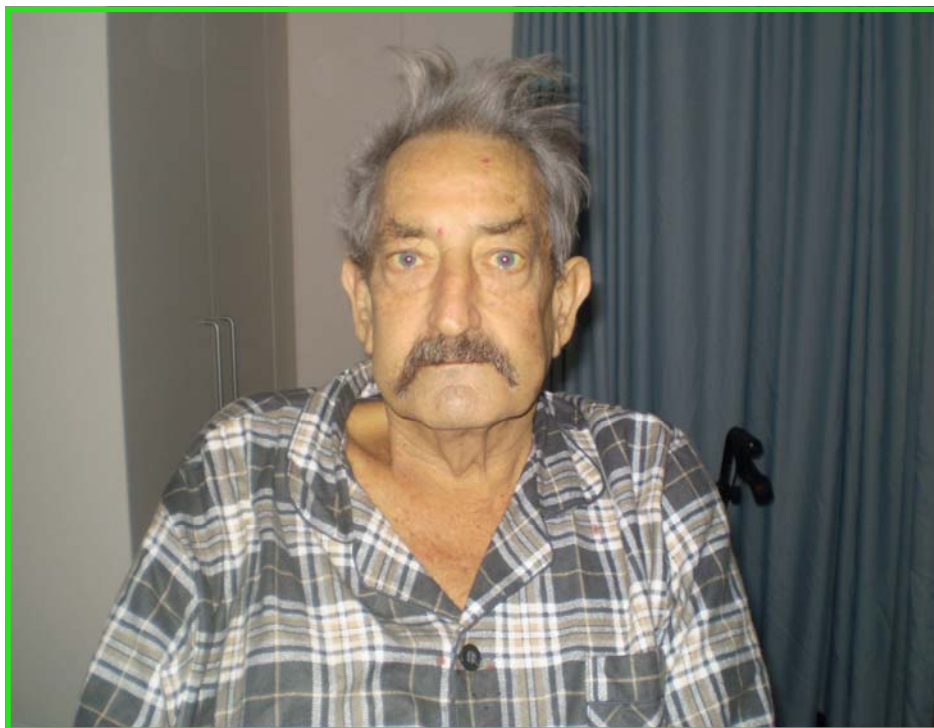


Catering: Melissa Smith & Sarah Andrews

Welcome to our new Residents



Betty Costigan



Mark Coulston

Do you have a Suggestion, Comment or Complaint?

We Can Help You

Like everyone else in the general community, you may need help at different times, for various reasons. Sometimes all you need is to be able to talk about a small problem. On other occasions, it may be a more serious matter.

You should not be afraid to speak up about any matter that is concerning you. Our managers are trained to deal with complaints in a positive manner, and will not take any complaint personally. After all, if you don't tell us there's a problem, how will we know about it?

Internal Complaints System

If you have a problem, we suggest that you, or a friend or relative, speak directly to our Director of Care or Deputy Director of Care.

Often these matters can be sorted out right away. Out of office hours – At weekend and on public holidays, you may need to speak to the Registered Nurse on duty.

Compliment, Complaint Suggestion forms and boxes are also available in the foyer near the front door, foyer on level 3 and southern lounge area on level 2.

External Complaints System

You are also entitled to contact:

The Aged Care Complaints Investigation Scheme
Dept. of Health and Ageing
GPO Box 9848
SYDNEY 2000
1800 550 552



Staff members of Quirindi Retirement Homes Limited as an improvement initiative have commenced a multi disciplinary complaints committee to facilitate complaints management.

Complaints Committee is as follows:-

Chairperson - Julie Nott

Secretary – Hannah Hartge

Wendy Bridge

Mary-ann Walters

Julie Scott

Sue Martin

Richard (Doc) Bonar

Margaret Alcorn- Relative representative

Ruth Bock- Member representative

Any resident or relative concerns that you may have can be directed to any of the above names.

We are looking for a representative from the catering staff; if you are interested please see Julie Nott.

The Independent Living Units



"Gables Units Available"

2 Bedroom units

- **Unit 5 - ingoing \$ 150,500**
- **Unit 6 - ingoing \$ 160,500**

1 Bedroom unit

- **Unit 10 - ingoing \$ 120,500**

- ❖ **Quality Fittings**
- ❖ **Good Aspect**
- ❖ **Close to Main Street**

For further information please contact:

Ann Bernard on 6741 2222

Happy Birthday



to you

July

15th 18th	Kenny Powell Nigel Riordan
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August

2nd 20th 29th 31st	Eva Golland Stella Hewston Albert Newcombe Betty Costigan
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Our Bus Trip To Werris Creek



The residents enjoyed seeing all the big trucks and tractors





Carol serving morning tea on the bus



Residents having lunch at the Peach Blossom Chinese Restaurant



Residents enjoying the bus trip



Red Nose Day



**Michele, Janette and Tulsie
with Shelly & Wyn**



**Alanna Delivering
the laundry**



Tulsie



**Mary, Tulsie, Delores &
Graeme**

Red Nose Day



**Colleen
Wills**

**Bob, Eva,
Coral and
Emma**



From The Front Desk

Welcome to the July/August issue of the Eloura News from the front desk.

Winter is upon us and unfortunately numerous staff and residents have been afflicted with coughs and colds. During this winter period friends and family members of our residents are reminded to please use the hand sanitiser at the Reception desk when coming into Eloura and again when going out. This can help reduce the possibility of infections gaining entry to Eloura and will also help reduce the possibility of visitors taking any infections home to family members.

Our Eloura Carer's meeting is scheduled for Wednesday 6th July 2011 at 10am in the Conference Room at Eloura, Diabetes education is planned for this meeting. All family and friends are invited to attend for morning tea prior to the meeting. The minutes from our last Carer's meeting of May 2011 were sent to family members with the last resident's accounts. If any family member did not receive this please let Lynette Stevens know and a copy can be sent to you. It is planned to send these minutes to all family members with resident's accounts every second month as Carer's meetings are held second monthly.

The year is now officially half way through. After July Carer's meeting there is another scheduled for the first Wednesday in September and the first Wednesday in November which will be the last meeting for 2011. Carer's meetings should then commence in February 2012. Scary talking about 2012!!

Family members who have completed and returned the Resident/Relative Survey form for 2011—thank you for taking the time to do this. We appreciate your efforts. This survey along with our yearly staff survey are important as they allow us to see where we can improve outcomes for residents care, often small ideas can deliver great results. If any family member did not receive a survey form and would like one, please contact Lynette Stevens and this will be arranged.

Staff Person's of the month for April were: Carol Quayle (Activities department) and Janette Hoskings (care staff & long term care staff member). Staff Person's of the month for May were: Kim Willebrands (hotel services/cleaning), Hannah Hartge (admin) and Sharon Pennefather (endorsed enrolled nurse & long term care staff member). We thank these staff members for their hard work and dedication to the residents at Eloura.

In line with ongoing improvement with QRHL's Comments, Complaints & Suggestions staff members have commenced an initiative to assist with any issues or concerns raised by residents, relatives/carers or mainstream workplace or environmental concerns identified by staff. The "Eloura" Complaints Committee has been formed & is now active with seven staff members & two QRHL members one of whom is a resident's relative. Finding resolution from a concern or complaint can be quite complex & I thank the staff & volunteer members for their time & efforts to improve how we deal with any problems. Pages 6 & 7 of the "Eloura" News outlines how to make a Comment, Complaint & or Suggestion – thank you to residents & relatives that have given us feedback & compliments as well.

As before if any relative or carer has a concern or a suggestion don't hesitate to speak with Lynette, Nic or myself to discuss any queries/concerns regarding residents care needs. Alternatively if Lynette, Nic or Leonie are not available at short notice residents, family members or friends are encouraged to make an appointment to see us & have a discussion at your convenience.

**Until the next Eloura News –
Keep well & warm (it is only 26 weeks till Christmas) from the Admin and Management staff at "Eloura".**





Snippets From the Activities Department

The first of June found the first day of winter, with a few good frosts reported, the days have been beautiful that followed.

Apologies for the cancellation of the last Bowling Club bus outing, this was due to staff being sick which limited outings of this nature, also the sing-along that had to be substituted for a quiz due also to volunteer sickness never mind , better days ahead.

Exciting news for July, there has been a change in bus dates, Special Needs bus remains the same on the first Tuesday of each month with a limited time frame for the days outing, the third Friday of each month will be set aside for a Men's Shed outing to the Heritage Village to experience making small projects and generally enjoying the company of other men from the community in social atmosphere. The forth Friday will see an outing on the bus for residents who enjoy a day out with unlimited time frame, including, a possible morning tea and lunch outing of choice, to be determined by distance and destinations of choice from the residents.

A consideration will also be given to trips to the Hydro Pool, or the local pool, for water aerobics' during the summer.

Tuesday the 28th June, Julie Scott and myself attended a meeting at Tambar Springs Wellness Emporium, to discuss the possibility of gaining support from Friends Of Farmers Support Group from Sydney , North Shore.

The group package and supply good quality second hand and some ticketed clothing from shops and community members in their area, these items are then sold for a very small amount to assist aged and families in need in country areas to assist with financial assistance for special projects targeted by the groups involved.



Snippets From the Activities Department

I envisage making this project a resident focused activity, to provide a special focus to build on self esteem and give residents a special purpose. The residents would be invited to work in and run this little business within the home, and then may be, in the bigger picture, extend to the community with sales at an annual fete which I hope to commence around mid October, date to be confirmed, in the grounds of Eloura. So if you have items of good quality we can sell at this fete, please save them for us, we would very much appreciate this.

The July calendar is out and very busy, included in this is N.A.D.O.C. Week, cultural food will be experienced along with aboriginal painting day on the 7th July. A shopping day will commence on the 8th July for those who wish to shop, this will be limited to four residents at a time due to staff availability and transport. The 21st of July will see you all enjoy Christmas in July, if you want to have a family member join you on this day, let me know. On the 28th, Fire Education will be provided for all residents to attend on level 1 at 1.30pm please try to attend so you understand the procedures if we were to have a fire in the facility. A special thank you to Joy Carr, from the Neighbour Aide Group Nundle, she is sending beanies to distribute among you for winter that her group knitted.

Hospital Art will re commence on the 29th. I have some lovely pictures for you to colour.

Until next time,
Carol

Quirindi Retirement excels in The New England Institute of TAFE “Excellence in Training” Awards

The accompanying photo represents the achievements of 2 staff members & their outstanding achievements at the recent New England Institute TAFE “Excellence in Training” Awards held at the Crossing Theatre Narrabri on the 4th June. The New England Institute of TAFE covers 110,000 square kilometers with TAFE campuses across the region represented on the night from Glen Innes, Armidale, Tamworth, Gunnedah, Coonabarabran out to Boggabilla. Amazingly of the 16 student awards on that night Quirindi Retirement Homes captured 2 awards. Both award winners are employed by Quirindi Retirement Homes and were supported by their employer and board director Bruce Gowing who also attended on the night.

Jenni Cleal was a State Medal Winner for Certificate IV in Enrolled Nursing.

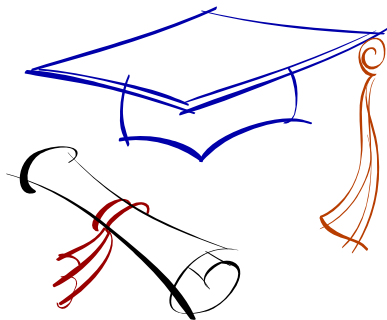
Amy Charters received a Student Achievement Award for Certificate III in Hospitality (Commercial Cookery).

A big congratulations goes out to Amy and Jenni for their outstanding achievements. Quirindi Retirement Homes remains committed to continued support for staff education.





Photo – L-R Leonie Lobsey, Amy Charters, Jenni Cleal, Bruce Gowing (Director of QRHL).



We need your help...

Friends, family members, ladies auxiliary, residents and staff

are invited to submit their favourite recipes to be included in the revamped Elmswood Recipe Book.

This will be a combined fund raising effort for 2011.

The 'old' Recipe Book has some great recipes and it is hoped that we can add to this and make it a bigger and better Eloura 'Old Favourites' Recipe Book.

If you have a recipe that has a story attached to it, please include this...

E.g. It has been handed down through the generations

Thank you from the Activities Department - 67 412 225