

Newsletter



📄 www.newaucklandplace.com.au

✉ info-nap@newaucklandplace.com.au

☎ **Tele:** (07) 4978 9000

☎ **Fax:** (07) 4978 9099

IN THIS ISSUE

AUGUST 2024

Dawn's Desk

NAP Recipe of the Month

Rewind – July Celebrations

- Birthdays

Physio Fun for All

Lifestyle Comment

Upcoming Activities

Rewind – July Activities

Clinical Update

Word Search and Funnies

Food Logging

NAP Info

Notice Board

NAP Feedback

Activity Update



7 AUGUST

agedcareday.com.au

#ThanksforCaring

Since first being announced by Whiddon Aged Care in 2018, Aged Care Employee Day is celebrated annually on 7 August and has become an important date in our calendar.

Aged Care Employees Day pays tribute to the workers who care for seniors around the country and reminds us of the caring and professional work of our dedicated staff. They're the backbone of our community, the boots on the ground, working tirelessly to make the lives of older Australians better.

The spectrum of aged care goes beyond providing medical and personal care needs. 80% of aged care workers tend to not just be formal clinical workers like Nurses, but rather Maintenance, Kitchen/Servery staff, Laundry, Lifestyle, Admin/Management and Volunteers and the roles of all these individuals help to keep the care system run smoothly.

To celebrate and honour the people who care for all our NAP community, we invite our residents, friends and families to nominate a deserving New Auckland Place staff member. Nomination forms are available from Reception, Lifestyle staff and at the Sign-In desks on each floor.

The most nominated staff member will be announced at our special ACED Residents & Staff morning Tea on Wednesday 7th August.

We say 'thanks for caring' to our Aged Care Heroes for their dedication, their compassion and their hard work.

Our newsletters are now available online via the New Auckland Place Website:

www.newaucklandplace.com.au

Hello and welcome to all our new residents, families and staff

Thank you to the residents and nominated representatives who participated in the recent Quality of life and Quality of care experience surveys. We received 34 completed surveys and for those residents who identified themselves on the surveys, their names were placed in a draw for a \$20.00 café voucher. Congratulations to Allan D. who was the lucky winner.

The results from the survey are below:

Quality of care experience

Excellent =23

Good = 7

Moderate 4

Quality of life

Excellent =19

Good =9

Moderate =6

Once again than you to everyone who participated.

Nurse Call System

Unfortunately, the nurse call system on Boyne and Curtis floors has only partially been working for the last several weeks. We are pleased to advise that the new system has been installed and is now functioning to its full capacity. Thank you to all residents and staff for your patience during this time and I apologise for any inconvenience this may have caused. The delay in having the system restored was due to waiting on a new server, annunciators and cabling.

Outdoor Café Area

In the next few months, we will be replacing the concertina doors near the cafe that leads to the outside area with an automatic sliding door. This will make access to the outside café area much easier for residents. Thank you to a few of our residents who assisted in the process of discussing the design and concept of the doors.

Aged care Employee Day

7th August ,2024 is aged care employee day.

Thank you to all NAP staff for their dedication and commitment to our community. The last 12 months have been quite challenging with the outbreaks which increases the normal workload and is heartbreaking to see our residents unwell. If you would like to nominate a particular staff member for the Aged Care Employees Day award, nomination forms are at all signs in points, reception and from Lifestyle staff.

I hope everyone enjoys the last month of winter.

Until next month..... Dawn

INGREDIENTS

125ml (1/2 cup) fresh orange juice
1 tbsp finely grated orange rind
155g (3/4 cup) caster sugar
200ml pouring cream
5 eggs, lightly whisked
225g (1 1/2 cups) plain flour
125g chilled butter, chopped
60g (1/3 cup) icing sugar mixture
1 egg yolk
1-2 tbsp chilled water
5 egg whites, at room temperature
155g (3/4 cup) caster sugar, extra



METHOD

Step 1 : Whisk orange juice, orange rind, sugar, cream and egg in a bowl. Cover. Place in the fridge for 1 hour to develop the flavours.

Step 2 : Meanwhile, process flour, butter and icing sugar mixture in a food processor until the mixture resembles fine breadcrumbs. Add egg yolk. Process with enough water to just bring the mixture together. Wrap in plastic wrap. Place in fridge for 30 minutes to rest.

Step 3 : Preheat oven to 200°C. Roll out pastry on a lightly floured surface to a 4mm-thick disc. Line a round 3cm-deep, 23cm (base measurement) fluted tart tin, with removable base, with pastry. Trim, allowing 2cm to overhang. Press pastry into the flutes. Cover with non-stick baking paper and fill with pastry weights or rice. Bake for 15 minutes. Remove paper and pastry weights or rice. Bake for 8 minutes or until base is light golden. Set aside to cool slightly. Use a serrated knife to trim excess pastry. Use a pastry brush to remove any crumbs. Place the tin on a baking tray.

Step 4 : Reduce oven temperature to 160°C. Pour orange mixture into the pastry case. Bake for 40 minutes or until just set. Set aside to cool. Place in the fridge for 2 hours to chill.

Step 5 : Increase oven temperature to 180°C. Use an electric beater to beat the egg whites in a large clean, dry bowl until soft peaks form. Add the extra sugar, 1 tablespoon at a time, beating constantly until thick and glossy.

Step 6 : Spoon meringue over pie. Use the back of a spoon to create peaks. Bake for 8 minutes or until light golden. Set aside to cool completely.

Catering

Fresh Meals Every Day!
NAP's fresh, delicious meals operate on a 12-week menu developed in conjunction with catering staff, residents, management and approved by a certified Dietitian.



Rewind – July Celebrations



Our lovely July Birthday residents Leila K, Beverly Mc, & Letty M were bestowed the honours of cutting our Resident's Birthday Cake this month. A big thankyou to our friends at Clinton Bakery for donating the decorated birthday sponge cake each month.

Call Clinton Bakery on **4978 4477** or visit them at **6 Ballantine St, Clinton** for all your cake and bakery needs. Thanks also go to the very talented Clyde Cameron for providing our residents with the Birthday Morning Tea entertainment this month.

Thanks to AIN Trish for the great pictures she took of our second lot of chicks that have recently hatched in our garden. The babies arrived on Friday 19th July, Mum and bubs are doing well and are visible from Boyne North floor.



*new
arrivals*



Physio Fun for All

EXERCISE FUN FACTS.....



About Stretching

- Stretching can improve flexibility. ...
- Stretching can improve posture. ...
- Stretching increases blood flow to your muscles. ...
- Stretching throughout the day is a good idea. ...
- You should warm up first then stretch – dynamic stretching is better than static stretching. ...
- Stretching can help to decrease injury.

Seated Exercise Activity for Seniors

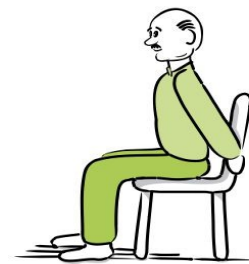
Chair March



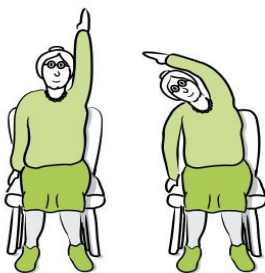
Arm Swings



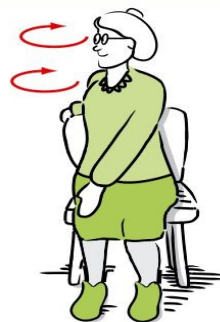
Chest Stretch



Arm Reaches



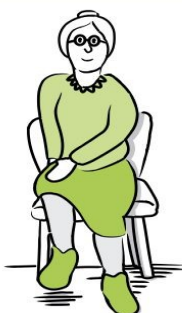
Body Twist



Leg Stretch



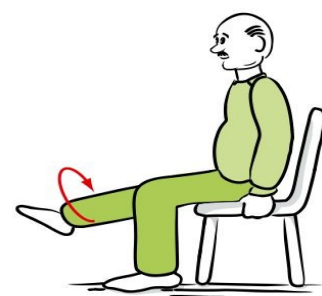
Knee Taps



Leg Extend



Leg Circles



Welcome to the August edition of our newsletter!

We have lots to celebrate this month and there are lots of opportunities to participate in activities starting with our very own NAP Olympics event to be held over two days (1-2 August), with a Closing Ceremony to award medals at Happy Hour with Pat & Dave. Come down and join in the events we have planned or just be a spectator, enjoy some morning tea and cheer on the competitors.

We will also be acknowledging the great work all our staff do here at NAP when we celebrate Aged Care Employees Day on Wednesday 7th August with a special morning tea. If you would like to give a Shout Out to an employee of NAP who is doing a great job, there are nomination forms at Reception, the Sign In Desks on each floor or ask a Lifestyle staff member. Nominations close Tues 6th August and winners announced at the Morning Tea on Wed 7th August.

Thursday 22nd August is Daffodil Day, and we will be fundraising for the Cancer Council. There will be a donation box at Reception and all proceeds will go toward important cancer research.

International Dog Day is Monday 26th August and is a time to honour the loyal, loving, and joyful companions dogs have been in our lives. Many of us have cherished memories of the dogs we've loved and the happiness they brought us. Though our beloved pets may no longer be by our side, their spirit and the joy they gave us remain in our hearts. Why not come down and enjoy our Canine Themed Bingo morning.

Father's Day (Sunday 1st September) is fast approaching, and we will be holding a special BBQ and morning of fun and activities Friday 30th August for our NAP men to attend. We will also be running a raffle with some lovely prizes. Tickets are available from the café and Lifestyle staff and will be drawn at Happy Hour on Friday 30th August.

We would love all residents to try out an activity they haven't attended before, connect with other residents and make some new friends. We have all our regular weekly activities and entertainers joining us in August. To find out what's on each day, our weekly calendars provide information on activities, times and venues for the upcoming week and are delivered each Sunday. Calendars are posted in various locations around the facility and at the lifts on Boyne and Curtis floor. A copy of the calendars can also be accessed via the NAP APP.

Is there something you would like to try but don't see it on the calendar? Please speak to one of our team members about getting involved or suggesting a new activity or email your contributions to karen@newaucklandplace.com.au.

Until Next Month, Take Care

Karen and the Lifestyle Team

Upcoming Activities for August

Thurs 1st – Fri 2nd August – NAP Olympic Games Day

Fri 2nd August - Olympic Happy Hour with Pat & Dave (1.30pm)

Wed 7th August – Aged Care Employees Day Morning Tea (10am)

Wed 7th August – Residents and Relatives Meeting (1.30pm)

Thurs 15th August – Morning Tea with Pat & Dave (10am)

Thurs 22nd August – Daffodil Day

Fri 23rd August – Birthday Morning Tea with John & Laurel (10am)

Mon 26th August – International Dog Day

Fri 30th August – Special Father's Day BBQ and Fun (10am)

Don't miss Cathy Brown each Tuesday Morning from 10am

Uniting Church – Tues 6th August at 1.00pm

Catholic Church – Wed 28th August at 2.15pm

August Trivia

August was named in honor of Augustus Caesar. It has 31 days because Augustus wanted as many days as Julius Caesar's month of July had!

Zodiac signs: **Leo & Virgo**
Birthstone: **Peridot**
Flower: **Gladiolus**



Leo (July 22 -August 21)

Lovable Leos are famously known for their exuberance, loyalty and self-confidence.

Virgo (Aug 22 – Sep 22)

Virgos are logical, practical, and systematic in their approach to life. They are perfectionists at heart.



Lifestyle

At New Auckland Place, our lifestyle team provides a diverse range of activities to meet the emotional, health, intellectual, spiritual, community and cultural needs of residents.

Rewind - July Activities



Queensland Savers

Everyone is feeling cost of living pressures. So help is here, now. Thanks to Jill from Glenn Butcher MP Gladstone office for providing the information below ;

2024-25 Cost of Living package Announced as part of the [2024-25 Queensland Budget](#), Queensland Cost of Living Action is a package of real savings for all households including:

Electricity bills \$1,000 automatically credited to eligible residential properties from 1 July 2024 - there is no need to apply.	Apply for a Seniors Card. to receive discounts on government services and many businesses that offer discounts.	Queensland Electricity Rebate. Eligible seniors, pensioners and concession card holders can receive \$372	50 cent fare will apply to all Translink public transport services right around the state, from 5 August 2024.
Emergency Management Levy 20% discount on is applied to all Queensland property via council rates.	Council Rates Subsidy up to \$200 per year is available for eligible home owners.	Oral Health Scheme free dental to eligible clients, including check-ups, preventive care, fillings and toothaches or accidents or emergencies.	Emergency assistance for Queenslanders experiencing problems paying their bills due to unforeseen circumstances up to \$720 over 2 years
Medical Aids Subsidy Scheme. (MASS) Equipment for permanent loan or medical supplies as needed at subsidised cost.	Spectacle Supply Scheme Provides eligible Queenslanders with a pair of basic prescription spectacles, once every 2 yearst	Rail Concession Scheme Improving the affordability of long distance and urban rail services for eligible pensioners, veterans, seniors, and current and past rail employees with 25 years of service	Taxi Subsidy Scheme 50% concession fare up to a maximum subsidy of \$30 per trip for eligible Queenslanders with severe disabilities.
Medical Cooling and Heating Electricity Concession Scheme, helps with electricity costs for people who have a chronic medical condition	Blue Card Application free if you are applying for a blue card as a volunteer.	Smoke Alarm Subsidy Scheme provides specialised smoke alarms to people with a hearing impairment.	Home Assist Secure provides critical home maintenance to people aged 60 years or over, or people of any age who have a disability.
Electricity Concession Scheme for eligible people who are seriously ill and use a home-based oxygen concentrator or kidney dialysis machine.	Regional Public Transport Concessions 50% off regional Translink and qconnect Some concession holders are eligible for free travel.	Vehicle and Boat Registration concessions reducing the cost of vehicle or boat registration for eligible Queenslanders.	Contact my office for further details Glenn Butcher MP Member for Gladstone

NOROVIRUS

We recently experienced an outbreak of Norovirus which is a group of viruses that can cause gastroenteritis (inflammation of the stomach and intestines) with diarrhoea, stomach pain and vomiting. Noroviruses are found in the faeces or vomit of infected people and it is very contagious and can spread rapidly throughout the facility. People can become infected with the virus in several ways, including:

- eating food or drinking liquids that are contaminated with Norovirus
- touching surfaces or objects contaminated with Norovirus, and then placing their hand in their mouth
- small airborne particles from projectile vomiting
- having direct contact with another person who is infected and showing symptoms (for example, when caring for someone with illness, or sharing foods or eating utensils with someone who is ill).

Signs and symptoms : Symptoms of Norovirus illness usually begin about 24 to 48 hours after ingestion of the virus, but they can appear as early as 12 hours after exposure.

The symptoms of norovirus illness usually include nausea, vomiting, diarrhoea, and some stomach cramping. Sometimes people also have a low-grade fever, chills, headache, muscle aches, and a general sense of tiredness. The illness often begins suddenly, and the infected person may feel very sick. The illness is usually brief, with symptoms lasting only about 1 or 2 days, but can last longer.

How is it prevented? Practice good hand hygiene by washing hands thoroughly using soap and running water for at least 20 seconds and drying with a clean towel, particularly after using the toilet, after assisting someone with diarrhoea and/or vomiting and before preparing food. Wash fruits and vegetables thoroughly before eating. Visitors who have been exposed to or experience symptoms should not visit the facility until 48 hours after their last symptom to help reduce the likelihood of further infection to our vulnerable residents.



Scan the code for a virtual introduction to infection prevention and control in aged care services.

Nursing Care

Take confidence in knowing that New Auckland Place has Registered Nurses onsite every hour of every day!



STOP
the spread of
GERMS

- 1** WASH your HANDS
- 2** COVER your COUGH
- 3** STAY HOME if you're sick

If you're concerned, visit your GP or call 13HEALTH (13 43 25 84).

Queensland Government



CAREGIVER APPRECIATION

Give a shoutout to the superheroes of daily life who tirelessly care for their loved ones with a smile and a warm heart!

ADVOCATE
ASSISTANCE
CARE
COMFORT
COMMITMENT
COMPANION
COMPASSION
DEDICATION
EMPATHY
EMPOWER
ENCOURAGE
GENTLE
GRATITUDE
GUIDANCE
HELPER
HONORING
KINDNESS
NURTURE
PATIENCE
RELIABLE
RESPECT



RESPONSIVE STRENGTH
SACRIFICE SUPPORT
SERVICE THOUGHTFUL

© 2024 FunFindery.com

JUST FOR LAUGHS!

- My boss calls me "The computer" Not because of my calculation skills but because I go to sleep when left unattended for 15 minutes.
- Boss: How is it that you are always sick on weekdays?.....Me: It's my weekend immune system.
- Did you hear about the employee that got fired from the calendar factory?..... He took a day off.
- Boss: This is the third time you've been late for work this week. Do you know what that means? Me: That it's only Wednesday.

Reminder - Food Logging

All food brought into the facility for residents, supplied by relatives / friends / carers **must be** recorded in the food logs on the table located in the lift foyer on each floor or at each relevant servery. For example, if a resident is residing on Curtis floor, then the food supplied must be recorded in a Curtis Food Log. Please ask Catering staff for assistance.

New Auckland Place has a Food Safety Program in place which sets out specific food handling controls related to the receipt, storage, processing, display, packaging, transportation, disposal and recall of food. The logging of food brought into the facility from others is an important requirement of this Food Safety Program.

Food conjures up all sorts of memories - be it good or bad, things that we loved or things we were made to eat as a child and is great to share with your loved ones during their time at NAP. For the safety of all our residents, we ask that you please bring in food that is **ready to eat** or food that **only requires re-heating**. Unfortunately, due to resident and staff allergies and dietary restrictions we are unable to clean and or cook seafood for your loved one. We encourage you to continue to bring in these little trips down memory lane in a container that is labelled with the resident's name and written up in the Food Log which are located on each floor and at reception.

Food Safety Register

Boyne North Rooms



**PLEASE OBSERVE
THE FACILITY
FOOD SAFETY POLICY.**

Dear Resident / Relative / Carer,

Food Safety Legislation requires you to inform us of any food you bring into this facility for a resident by completing an entry into our Food Safety Register. Please discuss with Catering Staff if unsure of New Auckland Place's requirement in providing a Food Safe Environment.

**Thank you for
your co-operation.**



Café Deal of the Month

Café Opening Times

Monday to Friday 8.30 am - 2.45 pm
Saturday, and Sunday 8.30am - 1.30 pm

AUGUST SPECIAL

Buy any size hot beverage and receive a

FREE TIM TAM



In Memoriam – JULY 2024

Sadly we say goodbye to our much loved residents:

Aileen A (Boyne South)

Olive O (Curtis)

To their family and friends - May you find strength in the love of family and in the warm embrace of friends. Caring for your loved one was a privilege.

Employees of the Month JULY

Resident Nominations –

Staff to staff Nominations – Anthea P

To nominate an employee that deserves a mention, please fill out a nomination form at any “Sign In Desk” on any floor or ask at reception.

Café Winner of the Month

Congratulations to our lucky café voucher
July winner :

Jeannie S (Curtis)

Resident & Representative Meetings

R & R meetings are on the first Wednesday of the month and are held in the Eden room at 1:30pm. Representatives can attend the meeting but must notify the Diversional Therapist of their intent to attend prior to the meeting. If unable to attend you can place agenda items on the agenda, by letting lifestyle know or by sending us an email.

Hairdresser Price List

Ladies

Trim & Blow Dry from \$28

Full Cut & Blow Dry from \$33

Style Cut from \$38

Men

Clipper cut from \$12.00

Full Men's Cut \$18.00

Beard Trims extra

Tuesday and Wednesday Mornings.

Lost Property

Unidentified items are displayed in the hairdressing salon Monday, Thursday, and Friday's. Please see reception for location on Tuesday and Wednesdays.

Electrical Appliances

All appliances need to be tested and tagged by a qualified electrician to confirm they are safe, if you need assistance or have any questions please check with administration or maintenance team

All Visitors / All Residents

A reminder that **All Visitors** to our facility **MUST SIGN IN AND OUT at reception and sign the declaration and have a wellbeing check performed.** This is for your safety, and it is mandatory with no exceptions.

Please note **All Residents** leaving the facility need to sign out – then sign in again upon their return, in the Visitor and Resident Log folders located on individual floors. Again, this is for safety and security reasons and is so important.

Clothing Labels

Please remember any new items that will go to the laundry, need to be labelled with resident's name. Often new clothing / blankets / etc. received as gifts are not labelled and unfortunately get lost.

To assist with eliminating the possibility of lost clothing/ items, all residents clothing should be labelled prior to / upon entry and during their stay.

Valuables

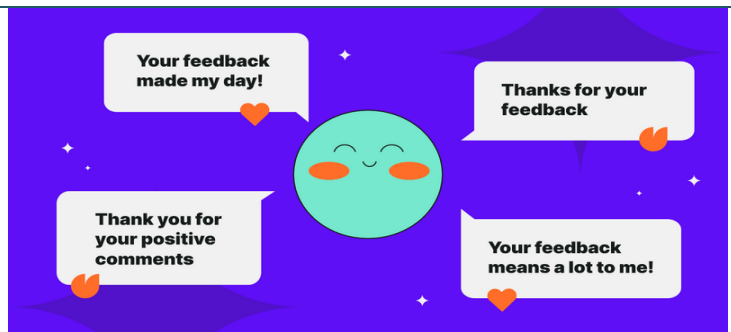
On admission, an inventory is taken of all resident's valuable belongings which includes jewellery. Whilst all care is taken to safeguard your belongings, we do not take responsibility for any loss or damage. We suggest that any items of significant or sentimental value are not kept in your rooms. The facilities insurance policy does not cover individual residents' items. It is recommended that residents or family arrange for individual personal insurance should they wish for any items to be covered by insurance.

Reminder: Please advise the administration team if valuable items are brought in after the day of admission. These items will be added to your inventory list.

Clothing

Family members and carers, please check clothing which may-be worn or needed to be repaired. Provide appropriate seasonal clothing and take home what's unsuitable for that season. All clothing must be clearly marked / labelled. A minimum quantity of clothing is:

- Underpants x 10
- Singlets x 7
- Petticoats x 4
- Nightwear x 7
- Skirts / trousers / dresses / shorts / tracksuits x 7
- Tops x 7
- Jumpers x 4
- Socks x 7



Compliments, suggestions, and comments, positive or negative, are an important part of the NAP Feedback System and as such, residents and visitors feedback is welcomed. The Management Team are happy to discuss your feedback or questions directly or if preferred, you may wish to provide your compliments, suggestions, or concerns by completing a New Auckland Place Feedback Form. These are located at Reception and on the Sign-In tables in the lift foyers on each floor. Feedback Forms can also be submitted anonymously. If you do not wish to contact staff or the facility directly, you can contact other services that may be able to help you such as an Advocacy organisation or the Aged Care Quality and Safety Commission.



If you are unsure or would like some assistance in providing feedback or raising questions, **Advocates** are available who can help you work out what your rights are and what your options may be. You can speak to an Advocate by calling **1800 700 600** or visiting the Older Persons Advocacy Network (OPAN) website.

You can also contact the Aged Care Quality and Safety Commission to give feedback about the quality of care and services you have received if you do not wish to contact the facility direct. This is different to making a complaint and is helpful in the accrediting, assessing, and monitoring services against the Quality Standards. To provide feedback, call **1800**

951 822 or email ACQSC at audit.feedback@agedcarequality.gov.au.

How can I contribute to the scheduled monthly activities?

Residents and Relatives meetings are convened on the first Wednesday of the month at 1.30pm. Residents and their relatives are encouraged to participate in the discussions at these meetings, regarding feedback, information sharing, activities social outings and setting of dates on the Activities Calendar.

We love to hear your suggestions or recommendations.

How to participate in the Resident and Relatives meeting?

As a resident you can advise Lifestyle Team members you wish to attend the Residents and Relatives meeting. Relatives are welcomed to attend, however please advise Lifestyle prior to attending a meeting to enable us to comply with physical distancing protocols.

You do not have to attend in person, you can advise staff that you would like to have input into these meetings, by emailing Karen@newaucklandplace.com.au, telephoning the Diversional Therapist or alternatively talking to Lifestyle Team members.

Activities Update

Please check the lifestyle calendar for your floor to see where and when activities are scheduled. The lifestyle program runs Monday to Friday and Awoonga / Lady Musgrave continues to have a program seven days a week. Please be aware that Activity Calendars may change with short notice, to reflect changes we may have to make in response to acute respiratory infections if they impact the facility.

Included in our Activity Calendars are Bingo, Hoy, Quiz, Trivia, Whiteboard Games, Carpet Bowls, Putt-Putt Golf, Darts, Ten Pin Bowling, Cooking, Arts & Crafts, Sing-a-longs, Music & Pamper, Music & Massage, Theme Days & Travel Program.

Church and Communion services have resumed and we welcome back the Uniting and Catholic Church representatives. Please see a lifestyle team member for more information on days and times of visits.

More resources are continually being added to the Multi Faith room and available for use by all, please contact Karen the Diversional Therapist for more information.

We also have an I-Pad set up with Facetime & Zoom for you to use to talk to your family members who are not able to come in to see you. Please speak to your lifestyle team member if you wish to find out more information. For residents who have mobile phones, a reminder to carry them with you, so you are accessible if your family ring you.

Remember to practice social distancing, maintain good cough/sneezing etiquette and perform handwashing frequently to prevent the spread of infection.



!!

Just a Reminder !!



To ensure the safety of our residents, staff and visitors at New Auckland Place, please observe the 5km per hour speed limit within the facility grounds.



On arrival at New Auckland Place, please remember to check in with our friendly reception staff. Signing in and completing the COVID screen remain important steps to keep our loved ones safe