



DOMAIN PRINCIPAL
Gazette

The goodness in us all



Gary Barnier

On the morning of Friday 18 November, just before 5am, two separate fires started at our Quakers Hill Nursing Home in Sydney's West.

This event has cost the lives of 11 of our residents to date and changed the lives of scores of others forever.

Over the last six months I have been reflecting on what an aged care organisation looks like, where residents want to call home and their families feel good about.

Out of the Quakers Hill tragedy, I have seen such a place.

I have seen it in the way our heroic Quakers Hill staff worked with the emergency services to save our residents and get them to hospital.

I have seen this place in the staff that tended to the residents and families during the course of the day of the tragedy.

I have seen it in the staff who have attended funerals and visited our residents wherever they are.

I have seen this place in the residents themselves, who just want to come home.

I have seen this place in the way the community and families have rallied around to support our residents and staff.

There is a spirit of goodness in us all; our staff, our residents and their families, and our community, that I want to capture and make central to who we are as an organisation.

I look forward to taking this journey with you.

Gary Barnier

An extract from the Sydney Morning Herald 23rd November, 2011

Chief executive for the nursing home operator, Domain Principal Group, Gary Barnier, urged those who turned out for this morning's multi-denomination service to focus on the heroics of the centre staff and emergency service officers.

He said he also wanted to focus on the care and compassion shown by the other residents, the families and the wider community.

"Goodness ... is what sustains us. It's what holds us together and it's what comes through in the end," he said.

An emotional Mr Barnier said he was sorry so many residents had lost their home but promised to rebuild it and bring home as many people as he could.

"Home should be safe. Home should be a place where you feel secure. That's been stolen from us," he said.

"Our staff just want the residents home. Our residents want to come home and I can't bring you home right now, I'm sorry. So for now we will build a virtual home. We will come together and make a home. ... And I can't bring everyone home I know that. But one day we will bring home those that we can.

Principal Shoalhaven wins best practice award

The staff at Principal Shoalhaven, (NSW) are over the moon with the announcement of their recent, industry acknowledgement. Selected from a field of 97 entrants, Principal Shoalhaven scooped a prestigious best practice award in the category Health and Personal Care, awarded by the Aged Care Standards and Accreditation Agency for Principal Shoalhaven's adoption of the Namaste Care program.

Namaste is a ground breaking dementia care program that has been adopted by Principal Shoalhaven for those living with severe and end stage dementia. The staff currently have 60 residents under their care and a large portion of these have dementia.

Namaste Care is a seven days a week program of sensory-based nursing care, provided by an interdisciplinary team of compassionate and knowledgeable health care professionals, as well as family and friends.

“Comfort and pleasure are goals of Namaste Care, and every effort is made so that the dying process is a pain-free, easy passing surrounded



ACSAA Corporate Affairs and Human Resources Manager, Chris Falvey, State Manager Ann Wunsch and NSW SOM Robert Johnson. In front, Gary Barnier, main Namaste nurse, Martina Bryce and Facility Manager Cate Good.

by those who care” says Facility Manager, Cate Good. She adds “here at Principal Shoalhaven, we're all about resident care. That's what motivates me and my staff every day, knowing we can make a difference.”

DPG Managing Director, Gary Barnier, and General Manager of NSW Metro, Robert Johnson, were present at the awards

morning tea held at Principal Shoalhaven on the 7th of November 2011. A representative of Aged Care Standards and Accreditation Agency (ACSAA) also attended to present the award to Facility Manager, Cate Good in the presence of staff, resident families and members of the local community. Over 80 people including residents, attended the event.

Student nurses praise Principal Canterbury

During September, 12 nursing students from the University of Western Sydney joined Principal Canterbury (NSW) for their aged care clinical placement.

Although it was a busy time for the staff, everyone enjoyed helping the students and some lovely thank you cards were

received by Principal Canterbury from the students.

“Whilst it's lovely to have some extra people to help out, it does take quite a commitment from all staff to ensure that the students are productively engaged and are learning on the job,” said Clinical Manager, Susan Yasina.

“It's important that we encourage and nurture our nurses of the future,” she added.

One student nurse wrote, “every single staff member was friendly, approachable and willing to teach us. It made our clinical experience very pleasant.”



Domain Raynbird Place – Open Day

The threat of an early shower cleared to a warm sunny day at Raynbird Place (QLD) for their Open Day. A steady stream of visitors and family members, residents and staff made the day a successful event all round. Raynbird Place was busy and bustling for most of the day as the Open Day coincided with one of their resident's 100th birthday celebrations.

As well as a sausage sizzle, the wonderful staff served a delicious

morning tea of freshly baked scones with jam & whipped cream, in addition to cold drinks and a range of snacks, meaning no-one went hungry!

A roving jazz band provided excellent background music and was one of the highlights of the day, while the ever popular animal nursery proved a real hit for all age groups. Together with the face painting, balloon magic and a jumping castle, a fun filled day was had by all.

Two historic racing cars on display at the front entrance received plenty of attention but unfortunately the car park was too full to do a few trial laps.

Facility Manager, Pauline Trudgett, would like to express her thanks to everyone who contributed to the success of the Open Day with special thanks to Sean and Dianne for organising the attractions.

ELP pays early dividend

Domain Principal’s recently introduced Emerging Leaders Program has paid an early dividend with the appointment of Jenny Nunn to Facility Manager at Principal Murray River (WA). Formerly a Clinical Manager at Principal Applecross (WA), Jenny has worked in aged care for her entire 32 year career, having worked in a range of roles from nursing to quality co-ordinator. After participating in the first of DPG’s Emerging Leaders Programs, Jenny felt ready for the challenge. “I have a wealth of experience and passion but thanks to the program, I now have the confidence as well to take on this sort of role.”

Jenny has a genuine passion for aged care and remembers very well the first elderly patients she nursed whilst doing her nurses training. “I felt a real empathy for my elderly patients and knew that they weren’t really getting the right sort of care in hospital. It was then that I decided to become an aged care nurse and have never looked back!”

Jenny started at Principal Murray River on 21st October and is enjoying the challenge of managing the home. “I love my work in aged care and the challenge for me will be to maintain a balance between my management duties whilst retaining a connection with both staff and residents.”

Jenny has a number of goals for the coming year and is looking forward to further improving the environment at the home. “Principal Murray River has a good atmosphere and is a lovely



Jenny Nunn, Principal Murray River’s new Facility Manager

home but there is always room for improvement.”

“Apart from my main goal to provide a clear and nurturing leadership, my goals for the coming year will be to continue with improvements to the home’s living environments both inside and outside as well as further enhance the lifestyle program to ensure it is meeting the needs of all of our residents. In conjunction with staff, I want to improve our internal processes and build a stronger sense of team and family, and in tandem with residents and families

I would like to continually review our food offering and ensure that any concerns are addressed.”

For those looking to climb the career ladder within DPG, Jenny has some sound advice. “I think there are four main attributes to being successful in the aged care sector: a willingness to learn; optimism, resilience and an open minded approach – if something is not working one way you have to be able to approach it differently.”

Fernleigh team rescue baby plover

Each spring the residents and staff of Principal Fernleigh (NSW) delight in observing the nesting and eventual hatching of a family of Spur Winged Plovers. These plovers are normally ground nesting birds but the Fernleigh pair return year after year to the home's flat roof to hatch their chicks. Once hatched, the adult plovers have their work cut out for them keeping the chicks a safe distance from the edge of the roof and the two storey drop to the ground below. This year, there was only one chick hatched and obviously he was an adventurous one who found his way into the gutter and eventually the down pipe. The parent plovers were

beside themselves, unable to rescue their baby.

This is when the team at Fernleigh came to the rescue. A call was made to the RSPCA who, together with a couple of resourceful staff members, managed to open up the down pipe and reunite the plover chick with his parents.

The Fernleigh residents and staff are not unaccustomed to plover chick rescues – last year the maintenance officer rescued a pair of chicks from the roof and can be seen in the photo with other staff decked out in 'PPE' - that's Plover Protection Equipment - to prevent the adult plovers from attacking them.



The rescued plover



Fernleigh staff with their PPE

New babies at Principal Berkeley Village



The baby quail

And finally some good news on the baby quails at Principal Berkeley Village (NSW). On 21st November staff came to work to find four gorgeous baby quails! Mother and babies are all doing well.

Principal Killarney's generous gift to charities

On Wednesday 9th November an afternoon tea was held at Killarney Vale Assisted Living Apartments (NSW) to not only toast the success of the recent Community Market Day but also to present two local charities with money raised from the event. Facility Managers Carolyn Waller and Christine Faull as well as DPG National Marketing Manager, Lawrence Denham, had the pleasure of presenting cheques to representatives from the NSW Central Coast branch of the Breast Cancer Association and the MS Society. The successful Community Day was the result of residents and staff all working together for a common good and showcasing their wonderful home to the surrounding community. Well done Killarney!



MS volunteers on the day



Danielle Ghilardi of the Breast Cancer Assoc. & Carolyn Waller, FM

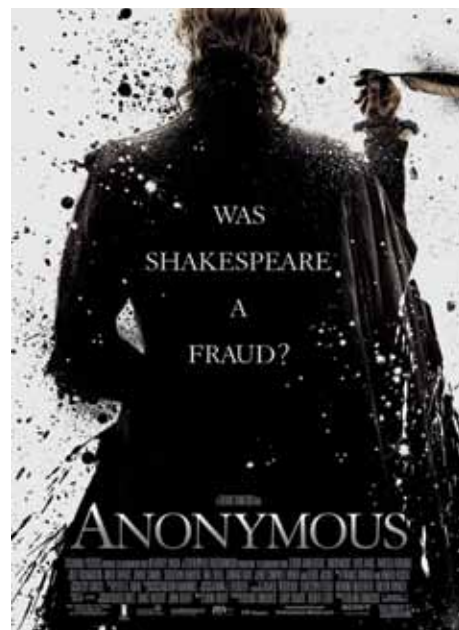
Central Coast – Allied Health 'Anonymous' movie night

Recently, the staff from Domain Principal's Central Coast residences treated local ACAT teams, social workers, GPs and pharmacy representatives to a night at the movies. The group numbered nearly forty including facility managers, clinical managers and admin staff, as well as a few from head office.

Held at Greater Union Tuggerah, the night began with canapés and icy cold cocktails on the deck outside (as the air conditioning had broken down), which added to the spirit of the evening. Once the nibbles and drinks were

demolished, the group moved into the cinema to be transported back to Elizabethan times. Newly released movie, "Anonymous" is the alternative story of Shakespeare, throwing speculation as to who actually created the works of the great writer. With scandalous politics, illicit romances and schemes of greedy nobles, it was definitely enjoyed by all!

"It was a great opportunity to chat with some of our allied referrers on a social level outside of the work environment. It also gave us an opportunity to say thank you to our referrers for the continued



support over the year. We look forward to holding similar events for other regions of DPG and their referrers," commented Regional Admissions Manager Jo Taylor.

Art and Alzheimer's at Maitland

Maitland Regional Art Gallery is facilitating a six-week pilot program with six of Principal Hillside's (NSW) residents. The program, aimed at people with Alzheimer's, is designed to improve the wellbeing of people living in aged care homes with various forms of dementia.



Residents enjoy the experience

Titled Art & Alzheimer's, the program is based on similar models offered at the Museum of Modern Art in New York and the National Gallery in Canberra.

Some of the benefits of this program include giving residents the opportunity to have intellectual and visual stimulation. Often it's not even about the artwork but about what the art provokes, which can be amazing to see when you get comments from participants as they respond.

Maitland is the only regional gallery that currently runs the program and is hoping to get additional funding to continue this work. Principal Hillside residents travel over an hour each way, transported by friends and relatives to attend, and all six residents have loved the entire experience.

Mr Tam turns 100!



Mr Tam and his family

In September, Principal Fernleigh (NSW) celebrated the 100th birthday of one of their long standing residents. Mr Tam was born in China, where he worked as a school master until moving to Australia some 15 years ago. Although a quiet and private gentleman, who generally dislikes fuss, Mr Tam enjoyed the party at the home where he was joined by family, staff and fellow residents.

TV lounge transforms into theatre stage

Principal Fernleigh (NSW) residents enjoyed three days of artistic creativity as a lounge room wall was transformed into a theatre stage. The young artist, a former employee, now with his own graphic design business, entertained residents, staff and visitors as the mural came to life, turning a drab wall into a point of interest for all.

This is not the first wall at Fernleigh to come to life with the Jacaranda lounge area sporting a tropical sunset scene. Such a hit are the murals that Facility Manager Deborah Karam is already planning another feature mural in the Recreation Room.

Feedback has been very positive with comments such as “I love this room, it is so colourful” and “I feel like we are at the Opera House”.



Residents enjoy their new movie wall



The mural in the Jacaranda lounge



Raffin Place – High Tea

A beautiful display of delicacies and fine teas in dainty china were enjoyed as the staff from Raffin Place entertained our special visitors from the local hospitals and community groups. The newly full time opened Raffin café staff made cappuccinos and lattes, as they enjoyed a pleasant morning of chatting and touring the facility.

The morning was such a success we now have return visits planned and an invitation to speak to the local senior group, who are desperately in need of an understanding of aged care.

We thank Dianne Grimason for her time and effort put in to make this event such a success and to the staff from Domain who gave their time to be with us for the event.

Nice Letters

From a resident's family at Principal Shoalhaven (NSW)...

To Cate and her remarkable team at Principal Shoalhaven,

To all the wonderful caring carers and support staff and the kind, hard-working kitchen staff who provide nourishing and ample meals to our loved ones.

It makes life so much easier to leave our loved one in such capable, knowing hands. The staff all live up to the nurses motto:

- *To cure sometimes*
- *To relieve often*
- *To comfort always*

Thank you all from the bottom of our hearts.



*Jeanne Clarke,
family and friends*

May your future path be guided by 'Divine Light'



We would like to wish all staff, residents and their families a Merry Christmas and a Happy New Year!

L&OD AND INNOVATION

Do humans learn to develop, develop to learn, or learn as we develop?

Domain Principal Group (DPG) has invested in a new learning and development structure to ensure staff at all levels are supported in their daily practices and development.

DPG, like many other residential aged care service providers, face the challenge of providing education and training that not only meets industry requirements, but is also achievable and affordable as well as enjoyable for all participants.

Innovative knowledge delivery approaches are greatly needed across the sector and DPG is doing just that. In Victoria for instance the L&D team will be using a talking avatar or virtual trainer, Paul, to assist us in delivering a number of the forthcoming training sessions. We would like you to join us in welcoming him and we hope you enjoy your sessions with him.



Paul the Avatar

Lately, the learning and development (L&D) team has been given a tight schedule to produce tools and resources to meet the urgent need of streamlining mandatory training. Each member of the team has two to three topics to complete for a roll out in January 2012. We are meeting weekly via teleconference and are currently seeking contributions from all interested. For any further enquiries please feel free to contact your State L&D Manager.

Khalil Sukkar RN DBA
L&D Manager, Victoria

ACCREDITATIONS

Principal Narrandera (NSW) has been re-accredited for 3 years from 13/01/2012 to 13/01/2015.

Principal Glenmere (NSW) has been re-accredited for 3 years from 14/01/2012 to 14/01/2015.

Principal Endeavour (NSW) has been re-accredited for 3 years from 18/01/2012 to 18/01/2015.

FORTHCOMING LAUNCHES AND EVENTS

Jessie Hunt High Tea
Tuesday 6th December

Edgewood Park Allied Christmas Drinks
Wednesday 7th December

Gracedale Aged Care Information Night
Thursday 8th December

Lakeview Jazz on the Domain
Saturday 7th January

Sale Antiques Road Show Saturday 21st January

Meadowglen Allied Health Day
Thursday 16th February

Paynesville Music Festival
Saturday 25th February

If you are planning a local event or local activity, drop us an email and we'll see what we can do to support it. We would also like to hear from anyone around the Domain Principal Group, so please send us any comments, stories or feedback. All feedback and enquiries should be sent to communications@domainprincipal.com.au