

DOMAIN PRINCIPAL Gazette

Windward Manor opens its doors to the local community

The large turnout for the Grand Opening of Windward Manor, Chiswick NSW on Saturday 4th June was testament to the hard work and meticulous planning that has gone into planning and building Domain Principal's latest luxury residence. With beautiful apartments and suites available for viewing, prospective residents felt very positive about living at Windward Manor and many came back the following week for a second look with family members.

As well as tours of the tasteful lounges and dining areas, visitors were shown a selection of suites and rooms – most with balconies – that challenge the norm for an aged care residence. All were impressed and many visitors stayed for either morning tea, or the BBQ lunch

and when the event closed at 3pm finally left to go home! There was a real sense of community as visitors mingled in the main foyer, many greeting neighbours and friends. Two visitors couldn't believe their eyes as they bumped into each other after almost 70 years, both having first met at primary school. The grand opening was a huge success and already Windward Manor's first resident has moved in.



From our MD
Gary Barnier

The launch of Windward Manor was a great team building experience and I so enjoyed being involved in all the preparations that I have decided that my focus for the coming months is to gain a better understanding of how our business works and what our staff do day to day.

Therefore, I will be working for three days at Meadowglen (Victoria) and another three days at South Valley (Victoria), during August.

The facility managers, Yvonne Bull and Wendy Crichton, are working on a program to make sure I understand exactly what goes on. You should drop them an email to suggest things you would like me to do while I am working for them. Be kind!

I look forward to sharing my experiences with you once I have returned from the field.

Speak soon,

Gary Barnier

Miss Lily Domain retires gracefully at Principal Tweed Heads (NSW)

Miss Lily Domain (aka Surfin Siam in her previous life) has settled in wonderfully to her new home at Principal Tweed Heads. A former racing greyhound, Lily was put up for adoption by the local 'friends of the hounds' chapter. Her rescuer, Lisa, brought her around to meet the staff and residents and it was love at first sight.

Staff and residents at Principal Tweed Heads had felt for some time that their home lacked the presence of a pet and companion and all were very excited when Lily finally arrived.

Lily has quickly become a

permanent fixture and has even developed her own little daily routine including settling down for an afternoon nap alongside her snoozing companions. She has definitely fulfilled her job description as a therapy dog and enjoys the constant attention that the residents and their families willingly provide.

Lily has her regular walks with the residents, regular massages from the staff and lots of treats from everyone – probably too many! Lily has become a much loved and spoiled greyhound and is definitely a bonus to everyone's wellbeing!



Miss Lily Domain with a resident

Sandra Barnett the 'Pride' of the Domain Principal Group

Sandra Barnett, an AiN at Principal Raymond Terrace (NSW), has received the ultimate accolade for her dedication and hard work. Nominated by a relative of a former resident at Principal Raymond Terrace, Sandra was recently awarded a "Pride of Workmanship Award" from the Raymond Terrace Rotary Club for her commitment to all the residents of Raymond Terrace Gardens. Sandra couldn't be more delighted saying, "I love my job and all the residents but its great to be recognised for something that I love doing anyway."

Well done to Sandra from all the team at Domain Principal!



Sandra receiving her award from the Raymond Terrace Rotary Club at their awards ceremony at Raymond Terrace Golf club on 9th May.

Bev Cockle retires after 27 years as Seaside DON



It will be a sad day on 1st July for staff and residents at Principal Seaside (NSW) as long timer Bev Cockle hands over the reins. After 27 years Bev is very sad to be leaving but her priority now is her own family.

All the staff at Principal Seaside wish her the very best in her retirement.



Principal Geraldton (WA) honours its mothers with a 'sunflower sensual salon'

There was much secret goings on at Geraldton last month as the staff transformed the Sunflower Lounge into the 'Sunflower Sensual Salon'. Throughout the day the ladies came and went through the lounge doors much to the consternation of the male residents who were feeling quite left out.

Complete with tea lights, soft music and aromatherapy, the 'salon staff' treated the ladies to

pedicures, manicures, foot spas and magical head massages. Some were even spotted with a drop of sparkling wine to complete the experience!

Plans are already afoot for next year and the men have made it very clear that they want to be involved!

Thanks go to Noelene, Sarah, Lyn, Zoe and Gina for making it all possible.

Principal Applecross (WA) sail through accreditation

Councillor Russell Aubrey, Mayor, City of Melville, attended Principal Applecross recently to present the staff and management of the residence with their award for achieving all 44 outcomes and attaining accreditation for three years. The Mayor congratulated residents, relatives and staff for their achievement.

RIGHT: Jane King – Facility Manager, Jenny Nunn – Care Co-ordinator, and Russell Aubrey – Mayor, City of Melville



Learning & Organisation Development Update

DPG is committed to ongoing learning and development and amongst the L&OD team there is never a dull moment. Here is a snapshot of learning and development in June alone!

- 153 people began at DPG or took on new roles and therefore participated in Orientation
- 995 people attended Mandatory Training
- 315 people are completing a Traineeship
- 4 people commenced a Diploma of Nursing
- 41 people applied to attend the Emerging Leaders Program
- 51 facility managers attended “Managing for High Performance”

...and probably a lot more that we are not aware of...



A Life Together

Ken and Molly – a lifetime of devotion

Molly has been a resident of Domain Seahaven (VIC) for five years now and from the time she came to live at Seahaven her husband Ken has also become part of the family there.

Married for 60 years Ken's devotion to Molly is, in the words of staff at Seahaven, 'an inspiration to us all'. As well as helping to tend to Molly's needs, including taking her on walks and holding her hand for hours on end, Ken also loves to help out at 'cuppa time' with the other residents and when his roses and camellias are in bloom he brings bunches to the residence to decorate reception.

Ken and Molly have just celebrated their 60th wedding anniversary and to commemorate it they have given



a lovely ceramic water filter to the staff for the staff room as a gift of everyone's dedication to Molly.

Everyone has a place in their

hearts for both Ken and Molly – probably a result of the love they have shown each other during the 60 years of their marriage. From love at first sight their life has been forged together through hard work starting on the land in Dollar and Dumbalk East in Victoria's Gippsland area.

In addition to their dairy and grazing farms, Ken was a Director of the Local Dairy Factory which over the years ensured viability for the local farmers and dairy factory workers. All who know Ken and Molly speak of their integrity, honesty, hard work, humour, friendliness and Christian values.

As the staff at Domain Seahaven say, 'our lives are enriched from knowing Ken and Molly!'

Principal Bossley Park (NSW)

The Operations Manager
Aged Care Residence
Principal Bossley Park
56 Quarry Road
Bossley Park NSW 2176

I am just writing concerning the recent death of my brother-in-law Mr Albert (Bert) Collins. Although I do not consider myself an expert on Nursing homes, I have in the course of recent years visited many nursing homes for either my family or in other instances close friends or other persons whom I am trying to support and boost their confidence in their decision to enter this level of care. So I do believe I can make in this case a positive comment about Aged Care Residence at Bossley Park.

Since Bert decided to come under the care of your establishment a number of years ago, I have observed a staff body, that I would consider is highly responsible and responsive to the individual needs of the residents of this nursing home. The professionalism and exemplary care and concern my family was shown during the recent sickness and the sad death of my sister's husband is very much appreciated by myself and of course my sister Monica (Faye) Collins. I can only say that I wish to thank everyone from the manager, the cooks, the cleaners, the carers, the administrative staff and nurses.

I believe that the staff, working as a whole are all very conscientious and cooperative when I have approached them for assistance and have always endeavoured to work with me and my relatives to ensure as good as possible outcomes in aiming for a high quality of care in the home in routine and in this case extreme circumstances. It is at times like this that everyone is under great stress and strain and it is great to be able to fall back on a committed and reputable staff such as exists at the Aged Care Facility at Bossley Park.

I am happy for this letter to be forwarded onto to your head office because I think they need to be aware of the standards being set at this home. Also I hope that the staff may be made aware of my appreciation and that this is perhaps going to be highlighted if possible at a staff meeting or perhaps in a memo if that is the procedure or protocol followed in the home. I do believe that family and concerned friends of residents have a right to comment or question if there is a perceived problem in the treatment of a resident but equally it is important to make a positive comment that is certainly warranted in this case. Thank you again for your time in dealing with this.

Mrs S P Mackay.

June 2011

Certificates galore for staff at Principal Quakers Hill (NSW)



State Operations Manager, Robert Johnson with graduating staff at Principal Quakers Hill

There was good reason to celebrate at Principal Quakers Hill last month as eleven staff members completed Certificates 3 and Certificates 4 through Astute.

The occasion was marked by an afternoon tea with finger foods and cake and staff were joined by Robert Johnson. The staff are all delighted with their achievements and are proud to be part of a great team and a residence that is striving to be leaders in staff development.

In the News

Ageing in Australia

The ABS released their latest ageing statistics and here are some highlights we thought you might be interested in:

Living Arrangements

- There are 4.1 million people aged 60 years and older
- 93% of those over 60 live in private dwellings
- Of the 7% not in private homes (287,000 people) – 54% live in hostels or nursing homes (154,980 people)
- 34% of over 80s live alone
- There were 2.2 million Australians aged 60 years and over in 2009 who reported that

their principal source of income was a 'government pension or allowance.

Social Activities

- 70% of people over 60 living with others in a private dwelling were more likely to have gone to a restaurant or club in the previous three months than those living alone (65%)
- 37% of older people living in households attended the cinema in previous 12 months (an increase from previous surveys)
- 31% had visited a library in the past 12 months
- 29% a theatre or concert in the past 12 months

- Overall, the main activity in the previous 12 months of nearly half of older people living in households was visiting relatives or friends (45%), followed by going to a restaurant or club (12%).

Computer & Internet

- The proportion of older people using the Internet in the previous 12 months almost doubled from 21% in 2003 to 41% in 2009
- Those who lived in a private dwelling with others were far more likely to use computers (50%) than those who lived alone (38%). The most common place where a computer was used in the previous 12 months was at home (43%).

We want to hear from you! 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