DOMAIN PRINCIPAL GROUP
Australia's Leading Aged Care Provider

Domain Principal Group Newsletter October|November 2011

DOMAIN PRINCIPAL Gazette

Domain Abbey Gardens – Fun for All

It was all fun at the Domain Abbey Gardens (QLD) Open Day on Saturday 1st October.

Abbey resident enjoying the day

Although the weather started a little cloudy, the sun soon came out and in conjunction with the community atmosphere, made for a great day with over 150 visitors.

The guests were not the only ones enjoying the entertainment, with residents being escorted out to share in the flowers, fairies and glitter! The smiles on their faces were simply priceless. In fact the atmosphere was so enjoyable and relaxed, one of the suppliers to the event – Funtopia - wrote the following:

"I was really impressed with the great attitude and positive spin on the day. The fact that there were so many staff on hand getting involved in the day (including being face painted) and bringing out the residents (some of whom were also face painted) was fantastic. It was lovely that able bodied residents were there with their

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From our MD Gary Barnier

This issue marks the first year for the DPGazette and looking back over the many heart-warming and interesting stories you have all submitted makes me proud to be a part of the DPG family.

We know however that in electronic format not everyone is able to read or print off the DPGazette so from December this year we will move to a new format. The Gazette will become a bi-monthly, double edition format and 50 copies of each issue will be delivered to each of our homes as well as the DPG corporate offices so that everyone can enjoy the stories and hear of news around the group.

We hope you enjoy this new format and we look forward to everyone's continued contributions to the Gazette.

In the meantime enjoy this issue!

Gary Barnier

Managing Director

families watching the grandkids and in some instances, having a joke with us as well. Everyone jumped in when something needed to be done and any work or 'hiccups' were covered in a positive way.

We really enjoyed being involved and had a lovely time creating some of the smiles and laughter in conjunction with your staff." Melissa King, Funtopia

Never too old for some face-painting!

The day was a huge success according to Facility Manager, Jayne Smith. "We couldn't have put on such a great event without the motivation and energy of our staff volunteers who ensured that everyone had a good time. Dianne Grimason's (Brisbane North Regional Admissions Manager) assistance and support prior to, and on the day, was invaluable as was the input from our maintenance staff. The blue polo shirts worn by staff and the map of where stalls and other activities were all happening all contributed to the smooth running of the event."

"Most importantly though, everyone knew what they needed to do, and did it with energy and lots of smiles." said Jayne.

As well as thoroughly enjoying the day, staff led 10 tours of the home and served over 200 sausages.

Community Event a Successful Endeavour

Principal Endeavour (NSW) held a community open day on Saturday 29th October, celebrating 21 years in Springwood. Pauline Jesson, National Occupancy Manager, couldn't have been more complimentary about the day. "To say it was a huge success and a fantastic day seems an understatement."

"The effort, planning and support from Joanne O'Neill (Assisted Living Apartments Manager) and her team was extraordinary. It was obvious everyone worked tirelessly in the lead up to the event and on the day, and the enthusiasm from not only the staff but their families made it a truly memorable event."

The weather held out with only a few little sprinkles that didn't really impact on the day particularly as visitors were so absorbed in the impressive array of stalls and things to do.

The stalls included everything from delicious cakes and slices to plant stands, a tea supplier, soaps of every conceivable fragrance, white elephant, crystal sun catchers, beauty products, toys, etc.

The quality of the prizes for the chocolate wheel and raffle were great and certainly kept people engaged for hours and the wall of fame with laminated signs of everyone who donated was a brilliant idea to recognise their support. The BBQ was busy all day and the Devonshire teas were delicious.

Guests were entertained by numerous bands, choirs and dancers. There were even a few couples up and dancing and lots of toe tapping, clapping and singing taking place in the crowd. The Fire Brigade was a big hit with the kids and they loved the face-painting, animal farms and of course the fairy floss!

Well done to the team at Principal Endeavour – there are some great learnings to take forward from the day!

Celebrating with cake!

Domain Bairnsdale – A Gardener's Delight

As proud sponsors of the Bairnsdale Open Garden Weekend, Domain Bairnsdale (VIC) opened up their beautiful gardens to the public on Saturday the 22nd and Sunday the 23rd of October.

Both days were a huge success with Sunday culminating in a community day of jazz music, free BBQ and numerous market stalls and family attractions.

Saturday morning brought showers to freshen up the beautiful annuals recently planted. In the lead up to the event over 400 were planted around the home! There was a rush on for Devonshire teas in the afternoon and around 120 visitors enjoyed the BBQ. A big thank you to the catering staff at Bairnsdale for their efforts in making those yummy scones – there were hundreds of them!

Sunday was a magic day – the garden was shimmering from the previous day's rain and the sunshine warmed the hearts of the 150 visitors as they meandered along the garden paths, around the native plantings, and enjoyed a BBQ sausage or hot dog. Again, the Devonshire teas proved incredibly popular and the face-painter had her hands full most of the day.

The DPG umbrellas placed around the gardens with seating for visitors were well occupied throughout the afternoon, whilst guests listened to the Mango Skins jazz band and their delightful lead singer. Residents were brought out into the gardens after lunch to enjoy the sunshine and music with their families. Everyone was also treated to plant potting, flower arranging and tree planting demonstrations and the kids were kept busy with a face-painter and balloon artist.

At 2pm the Hospitality Manager from the local TAFE undertook the judging of the cupcake competition, and the drawing of the 32 inch television. The winner of the cupcake competition was delighted with their signed copy of Neil Perry's Good Food and the kids section winner scooped themselves a signed copy of Donna Hay's Simple Essentials – Chocolate. A local from Bairnsdale was the winner of the TV.

The weekend would never have been made possible without the dedication of our gardener, Peter Perry, who excelled in preparing the gardens for the weekend, as well as making sure that this year there would be a lasting legacy of new plantings, concrete birdbaths and garden stools, amongst other things, for our residents to enjoy over the coming years.

Considered a huge success by both residents and staff, the team at Domain Bairnsdale cannot wait until their next event!

One hopeful's cupcake!

THANK YOU – **you are all extraordinary!**

To all who help to make our community days and allied health events so successful, a big thank you from DPG management. It never goes unnoticed!

Principal Killarney Vale – Opens its Doors

Principal Killarney Vale (NSW) Assisted Living Apartments and Nursing Home held a wonderful Family Market Day on Saturday 22nd of October. Attended by over 150 visitors, the day's success was due mainly to the fantastic contribution of the management, staff and their families.

There was entertainment in the form of a lively jazz band and everyone was treated to a free sausage sizzle and Devonshire Tea. Kids were kept occupied with a jumping castle, face-painter and balloon artist as well as an animal farm. It was not just the kids who got involved, the residents thoroughly enjoyed petting the baby animals.

Numerous stalls added to the occasion as well as representation from the local chapter of two charities; the National Breast Cancer Foundation and MS Australia.

Attendees browse the market stalls

At the end of the day, the staff announced that money raised from the Market Day would be donated to both these charities, and would be presented at a special afternoon tea to be held on the 9th of November.

Killarney Vale ALA Facility Manager Christine Faull was overwhelmed by the generosity of those who attended the Market Day saying "the money raised is so much more than we had hoped for. People really dug deep for two very good causes."

There was something for everyone

Raising the Earth at Domain Auckland Place

Residents at Domain Auckland Place (QLD) have been busy getting their raised gardens ready for planting. With two raised gardens now in place, the residents are looking forward to growing a variety of herbs and vegetables, some of which will be used in the kitchens. Raised beds mean that many residents who cannot get down on their knees to garden can now lend a hand in the gardens. Bunnings Gladstone has been very supportive of the project, providing one of the gardens for free as well as conducting in-store monthly DIY workshops as well as a VIP service and morning tea when the residents visit.

The team preparing the beds

Shopping at Bunnings

Spring is in the Air in Jean's Garden at Macquarie Place

Spring is certainly in the air at Domain Macquarie Place (NSW) with local resident gardener Jean Moore at home outside in the garden. Jean was welcomed to Macquarie Place a little over a year ago as one of the first residents to move in. Jean explains her decision. "I first looked at Macquarie Place on the open day last year just before it opened. I booked my room that very day, choosing my room for the view of the garden and for the playground to see the children play in the courtyard".

Jean has always been a busy person, having started work when she was 14 years old at Woolworths in Maitland in 1940. After marrying she continued to work and it wasn't until her retirement a number of years ago that Jean was really able to focus on one of her passions – gardening.

Jean's work in full bloom!

After moving into Macquarie Place, Jean saw a blank canvas in one of the courtyards and has steadily improved the garden over the last 12 months to add colour and vibrance. It all started with a simple question "can we put some plants in the garden?" Then came some cuttings, some gifted plants, purchased plants and some plants from absolutely anywhere. There are geraniums, pelargoniums, daisies, snap dragons and sweet peas lovingly grown from seed. Jean keeps Jack the maintenance officer busy with her constant requests for potting mix or chasing up cuttings for new plants.

When Jean isn't busy being our resident 'Don Burke' she also enjoys visits from her family and friends. "When they visit we spend time in my room, outside in the gardens or visit the Macquarie Place coffee shop" says Jean. This of course is when her daughters can find a window in Jean's busy schedule!

Yum!

High Tea at Principal Roxburgh

On a grey and rainy Thursday in September, Principal Roxburgh (VIC) held a sumptuous afternoon High Tea for all the Allied Health professionals in the area. Despite the wet weather, 19 invited guests turned up to hear about the future renovations planned for Roxburgh and to admire the palette of colour charts of the flooring, paint and soft furnishings to be used, as well as a tour of the facility. Feedback regarding the new plans was very positive as well as the care and lifestyle program provided at Roxburgh.

A delightful selection of cakes and pastries was provided by Brunettis, a Melbourne chain of authentic Italian style cafes, with stores now in Singapore and Dubai. All guests were given a goody bag containing further information and each went away having had a very positive Principal Roxburgh experience.

Dawn Simon, Facility Manager, was very happy with the day's outcome. "It was a great opportunity to showcase our wonderful home and the great care we provide as well as build relationships with our Allied Health community."

Nambour Residents Enjoy a Bit of a Tropical Shake Up!

Principal Nambour (QLD) residents shook it up a bit on the 28th September when they held their Caribbean day at the home. Staff and residents enjoyed a morning of outdoor carpet bowls to a background of Caribbean music to get them in the mood. A tropical fruit punch was served before lunch and afterwards staff entertained the residents with an impromptu dance that included a lot of maraca shaking!

Maracas at the ready!

The colourful participants enjoy a glass of punch

Bowling for gold

Principal Stanmore – Going that Extra Mile!

Hanap and Kenny

To reward staff excellence at Principal Stanmore (NSW), a new award was launched in August this year. The award has now been won by two staff members at Stanmore, Amilia Kabia and for September, Kenny Tabaranza.

Congratulations to both Amilia and Kenny, who both go that extra mile for residents, are always reliable and are a wonderful asset to Principal Stanmore and Domain Principal Group.

Facility Manager at Principal Stanmore, Hanap Howe, is excited about the award. "The award has been designed to give staff a goal to work towards as well as recognising those who go above and beyond the call of duty."

Sponsored by Clements Recruitment, recipients of the award receive a certificate as well as a $50 Coles/Myer voucher.

Staff Appreciation Day at Principal Berkeley Village

On Monday 12th September a staff appreciation day was held for staff at Principal Berkeley (NSW). The day started with a McDonalds breakfast delivered on site by Facility Manager, Emma Hallett, in the early hours of the morning, followed by a busy schedule of pampering sessions, card reading and plenty of food!

Clinical Manager Michelle Bottle was very "hands-on", providing staff with a relaxing head, shoulder and hand massage. Card-reader Margaret was booked out entirely and the staff discussed their readings throughout the day. Morning tea was provided, followed by a delightful lunch of charcoal chicken, prawns and salads, topped off with a huge "Thank you" cake.

It was a well-deserved treat for everyone. Thank you to all the hardworking staff at Principal Berkeley Village!

The future looks bright for Principal Berkeley Village

Massages helped staff relax

There was cake for everyone!

Principal Berkeley Village's quail eggs

Sad News…

Finally, a little sad news from Principal Berkeley Village! The quails' eggs we reported on in the last newsletter sadly were not viable and no chicks popped out. Facility Manager Emma Hallett has taken the empty eggs away from mother quail in the hope that she lays again soon. Watch this space for little fluffball quails!

Accreditations

Congratulations to the following residences that have completed and gained accreditations:

Principal Canterbury (NSW)	3 years from 3/11/11 to 3/11/2014
Principal Murray River (VIC)	3 years from 2/11/2011 to 2/11/2014
Domain Gracedale (VIC)	3 years from 12/11/2011 to 12/11/2014
Principal Berkeley Village (NSW)	2 years from 1/11/2011 to 1/11/2013
Principal Shoalhaven (NSW)	3 years from 3/11/2011 to 3/11/2014
Domain Raffin Place (QLD)	1 year from 18/10/2011 to 18/10/2012
Principal Geraldton (WA)	3 years from 29/11/2011 to 29/11/2014
Domain Sale (VIC)	3 years from 24/11/2011 to 24/11/2014
Principal Bossley Park (NSW)	3 years from 16/12/2011 to 16/12/2014
Principal Cherrywood Grove (NSW)	3 years from 1/12/2011 to 1/12/2014

All facilities are compliant in 44 outcomes. Congratulations to all staff for all their hard work!

One of our new educators
- Khalil Kumar

Learning and Organisational Development

Meet the Educators

You may have noticed some new faces around the group over the last few months.

With laptop, data projector and a lot of passion we are DPG's newly appointed state Learning and Development Managers.

Each of us is a registered nurse with extensive, contemporary adult education experience in clinical settings. All three of us have a wealth of experience in the Aged Care Sector, as well as teaching experience in University, TAFE and hospital settings.

The roles will support homes with the implementation of national education strategies, support professional development for all staff and provide innovative solutions to facilitation and education compliance.

For those homes we have already visited, thank you for your hospitality and warm welcomes.

Aurora, Deb and Khalil

Aurora Ayres will be looking after Queensland with Deborah Moxey and Khalil Kumar looking after NSW and Victoria respectively.

Principal Tweed Heads (NSW)

17th October, 2011

Dear Sue,

I would like to express the gratitude I had for the way Fred was looked after while he was in the care of your wonderful staff.

He was always very concerned when he caused them a lot of work, not being able to look after himself as he would have liked. Your staff did their very best to give him the care and understanding that was required.

Fred was only with you for a short time but in that time your staff did all that was humanly possible to keep someone who was in very bad health as free of pain and as comfortable as possible. Fred was a big man and not easy to move around.

When I visited there was always a 'hello' and a friendly smile from all your staff and that meant a great deal to me.

With your help and the help of your wonderful staff, Fred's final days were made as good as they could be made. When the time came when I could no longer look after Fred myself, I felt that he was being cared for as well as I could have done and that was a massive relief to know that your loved one is being cared for in the way you would have done it, if that was possible.

Many, many thanks for everything that was done, the way he was spoken to, the care and understanding that was given, it was all very much appreciated by me.

Thank you Sue for the help you gave me, the understanding and the kind and helpful words you shared with me.

My very sincere thanks

Kath Ashby

Principal Shoalhaven (NSW)...

To all the staff at Principal Shoalhaven

Just to say thank you to all the nurses and staff who looked after Brenda. You are a great bunch of dedicated people. It has given me peace of mind when I have spoken to you and know that you cared.

A special thank you to Maryanne for your kindness and help to my husband and I on the day of Brenda's death. To Bernie who was always helpful no matter what – I will miss you.

Sincerely yours

Kath & Eddie Naughan

Principal Fernleigh (NSW)...

Dear Ms Deborah Karam

I would like to send you this mail to express myself because I could not talk to you enough the last day when you were on the phone.

I thank you for giving me the opportunity for work experience between 17th and 21st October 2011.

To be honest with you, at first I felt terribly sad and wanted to give up. This was the first time I had come face to face with the reality of aging and disability, and real life at a Nursing Home.

However, I realized how grateful and thankful we are to have eyes to see, ears to hear, teeth to chew, a voice to talk, fingers to use flexibly, legs to walk, arms to support, every single body part, mind and our health. How silly I didn't know that!

All of your staff members were very kind and nice to me and taught me many things, which I cannot learn from a textbook.

I was blessed with people in your facility and touched by residents trying to hug me, kiss me, and talk to me on the day I left even though some do not have the ability to do it. I was impressed and moved.

I am sure that I have learnt unforgettably precious things through this work experience at your Nursing Home, and it is not just the things for the certificate. It is something much more important in life.

I appreciate you and all of your staff members as well as residents and will never forget my time with you.

Best regards,

Takako Nakazawa (Coco)

TAFE Meadowbank
Health Service Assistance Certificate lll Student

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**

Arthritis and joint pain affects 1 in 5 Australians. Here are some tips if you or someone close to you is managing arthritis or joint pain.

1

Know your disease

Arthritis affects nearly one in five Australians but not all are affected by the same type. Knowing which type of arthritis you suffer from is the first step towards being able to manage it.

2

Don't delay

Once you start to feel any of the signs of arthritis (aching, stiffness or warmth in your joints) you need to see your doctor straight away as preventative measures can be taken.

3

Work with your healthcare team

Treating arthritis is not just a case of listening to your doctor. You need to provide feedback to him/her so that they can assess what stage you are at and what works best for you.

4

Know your options

There are many different treatments for arthritis that you can try. Physical therapy, medication and complementary medicine are some of these. What works for one person will not necessarily work for you.

5

Stay active

Staying active is one of the best ways to prevent the progress of arthritis. Although they may ache, keeping your joints moving is vital to slowing down the progress of arthritis.

6

Manage the pain

Your mind plays an important role in how you feel pain. Thinking of pain as a signal to take positive action rather than being scared or worried about it can be helpful.

7

Seek support

Arthritis sufferers, like someone suffering from any other disease, require support. Ask your clinical team for an assessment and they will refer you to your residence specialist.

And don't forget that if you want any other information you can visit www.arthritisaustralia.com.au