

News from around the group

Principal Jessie Hunt scoops 2010 Narrabri BEST Business award



Some of the team at Principal Jessie Hunt

Coordinated by the Narrabri Chamber of Commerce and sponsored by BEST Employment, the annual BEST Business Awards recognises the talent and expertise of local businesses. Principal Jessie Hunt beat off 11 other contenders for this award and scooped the prestigious Health & Medical Services Category award which only a few years ago would have been an impossible feat. Thanks to the leadership of Cheryl Gleeson and her dedicated team the residence has seen enormous improvements over the past 18 months and the award is testimony to this hard work.

Delighted with their achievement, Cheryl acknowledged how hard everyone has worked by taking out a local press ad to congratulate the team as well as remind the local community of what a great facility Principal Jessie Hunt has become.

'I am extremely proud of all 50 staff at Principal Jessie Hunt, who without the cooperation, passion & devotion to the residents this award would not be possible', Cheryl said.

An awards dinner was held on Friday 3rd September and representatives from Principal Jessie Hunt received the award on behalf of all the team there.

According to the judging panel, 'the team at Principal Jessie Hunt really deserve this award. The transformation of the facility in the past 18 months has

been remarkable and is now a cheerful and friendly place and somewhere you would be happy to have your loved ones. Not only that but Jessie Hunt is a real part of the Narrabri community now. The residents all seem to be happier and there always seem to be fun things going on there.'

Staff praised for text book evacuation of Principal Norah Head

Residents at Principal Norah Head were evacuated after a fire broke out in a utensils washer on 13th September.

Firefighters from Toukley, Budgewoi and Hamlyn Terrace were called to Principal Norah Head just after 1pm.

Staff at the home evacuated the 20 high care residents, two of them in their beds, after smoke filled one ward. However the fire was quickly extinguished and residents were allowed back in under the supervision of NSW Ambulance officers. Many of the residents were back on the ward by 3pm but ambulance officers advised delaying the return of respiratory patients. All residents were back in their rooms by 5pm and eating dinner soon after.

Helene Zotter, manager at Principal Norah Head was full of praise for staff at the facility. 'Everyone knew what to do and the residents were evacuated quickly and calmly. The fire was under control without delay and I think the residents even enjoyed the diversion! The washer has now been replaced and all is good as new.'

Staff at Principal Norah Head are required to attend one of the three education sessions available each year to update their fire safety and evacuation procedures. Evacuating 20 residents into the next ward in around 5 minutes shows how effective this training has been.



Domain Kirra Beach puts 101 candles on a birthday cake this year!

Margaret Lamke one of the high care residents at Domain Kirra Beach turned 101 on the 28th of October and everyone celebrated.

The Gold Coast Mail also came along to snap this happy event which entailed a morning tea for all the high care residents followed by a lunch out with some of her family.

In Margaret's own words she has led a happy life. Born in South Brisbane, Margaret was the daughter of a school teacher.

Soon after the depression hit Margaret entered nursing and was soon rewarded with a training position at the Royal Brisbane. Margaret loved her years nursing and found it rewarding helping people.

Margaret married for the first time in 1942, aged 33 to a naval gunnery officer, 20 years her senior. They enjoyed 30 happy years of marriage but sadly were unable to have children.

However, Margaret loved children and was often found looking after children from naval families in times of need. In 1972, Margaret lost her first husband but met her second love – Tom Lamke - less than 12 months later. They married and enjoyed 25 years of marriage before he died in his 90s.

As Margaret says, 'she has never had much money but has led a happy life.'

DOMAIN PRINCIPAL Gazette

Gladstone welcomes new state-of-the-art aged care facility

The Domain Principal Group launched its \$20m state-of-the-art aged care facility, Domain Auckland Place, on Friday 15th and Saturday 16th October. A series of launch events took place to celebrate the opening of the 87 bed facility on Queensland's North Coast.

A morning tea was held on Friday 15th for allied health professionals in the area to come and view the facility. A group of 40 health professionals enjoyed a tour of the facility and morning tea served in the onsite café and feedback from them was very positive. Celebrations continued in the afternoon with an official ribbon cutting ceremony attended by the Federal Member for Flynn, Ken O'Dowd, the Member for Gladstone, Liz Cunningham and the Acting Mayor for Gladstone, Gail Sellers.

The Saturday event drew a huge crowd, with around 500 people enjoying a sneak preview and the hospitality provided by the staff.

Dawn Mallia, Manager of Domain Auckland Place says, "It was a great day and we are encouraged by the overwhelming positive feedback we have had from the community about the new facility. It is exciting to be Gladstone's most contemporary aged care residence and we look forward to welcoming new residents now the facility is open."

At the Open Day, visitors were able to view the variety of rooms available to individuals and couples which include low care, respite and the region's only secure high care facility.

Kids had their faces painted and enjoyed the reptile show while adults relaxed in the beautiful sunshine to the sound of a local jazz band. Domain Auckland Place knows the importance of community and to demonstrate that they had local groups such as the Gladstone Orchid Society to participate in proceedings.

Guests were also treated to free samples of the delicious food available from the onsite gourmet cafe.



From the MD

Welcome to the first edition of the DPGazette. I am delighted to see the launch of this monthly magazine that will allow us to share information and experiences between staff and residents nationwide.

The name DPGazette was the result of a naming competition held across the business. I want to congratulate Mary-Ann Smith of Domain Raffin Place and Janette Breuling of Principal Narrandera on coming up with the winning name.

We have made enormous progress over the past twelve months on all of the key issues raised in our employee survey. Our business has been restructured to give a greater focus on care and our staff now have clear job descriptions and outcomes to be measured against. Following your contribution, the final shared Mission and Core Purpose statements for DPG are nearing completion.

We are presently focussed on delivering the best care as efficiently as possible. I know that this can be a trying and unsettling time for employees. I am confident we can and will improve our efficiencies over the next 6 months or so whilst continuing to deliver the best care for our residents and a sustainable future for our employees.

Enjoy this first edition of the DPGazette.

Greg Roder

Forthcoming launches or events

- Domain Raffin Place, QLD – Allied Health morning tea and VIP event – 11th November
- Domain Lakeview – Saturday 18th December

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 Group so please send us any comments, stories or feedback. All feedback and enquiries should be sent to communications@domainprincipal.com.au



The value of holding an allied health event

Domain Principal Group works closely with allied health professionals in all the communities in which we operate. As we roll out a series of allied health events across the group, Richard Ings, General Manager of Strategy, Business and Stakeholder Management & Operations talks about the value of face to face communications.

Why are these allied health events so important?

Allied health events, either in conjunction with an Open Day or on their own, aim to strengthen key relationships with our allied health partners. These partners are busy people and these events are designed to give us an opportunity to demonstrate our commitment to the care and lifestyle needs of our residents.

What has the feedback been like to date?

We have currently held three morning teas, Domain Macquarie Place, Domain Auckland Place and Domain Bairnsdale and it has been a worthwhile opportunity for an exchange of ideas and information. The feedback has been very positive, the events have been well attended and we have seen an uplift in referrals as a result.



Wendy with residents Olive McDowell & Evelyn Caesar during Happy Hour.

Creating a diversion in high care

In each issue of the new Domain Principal Gazette we will share experiences from staff. In this issue we hear from Wendy Kahika, Diversional Therapist in High Care at Domain Kirra Beach on the Gold Coast in Queensland.

'My mission is to make sure that just because residents are in high care they are not going to miss out on enjoying themselves. We run a lot of activities throughout the day such as exercises in the morning, quizzes, bingo, painting, happy hour, sing-alongs, quoits, birthday celebrations, lunch out once a fortnight, senior citizens concerts once a month, ice cream afternoons and lots more.

'I know the activities are working when for example we play modified bingo. They all know that if they get 'BINGO' the prize is a chocolate or chips so they try really hard to play correctly so they can win.

'We also involve family members in our diversional activities – it gives everyone a better sense of connectivity, particularly when communication is a bit more difficult. My goal is to make all family members feel welcome and part of our residential family and the response from them all is wonderful. I have many family members who help

run activities, bring in goodies for the residents, talk to those who are around them as well as their own family.'

Wendy is passionate about the positive effects of diversional therapy and became a diversional therapist initially for personal reasons.

'I became interested in being a diversional therapist initially because my father ended up through many little strokes not knowing where he was even though he had lived at the same address for twenty years. When I asked him who I was one day he said "you're my little daughter that fell out of a tree". At the time it made me so sad because my mother and I knew nothing about dementia. It was very hard on my mum because he didn't know her anymore.

I then volunteered at Kirrahaven nursing home to find out what happened to my dad. I was put into the dementia section and worked alongside the diversional therapist. Little by little I started to understand dementia and what my father would have gone through and that lead onto work and I am still working in this field twenty years later.

For me, when I look into the faces of my residents I see a little bit of Dad and I get pleasure in thishence I love my job because I loved my dad.'

They don't miss out on anything being in high care which is the way it should be I believe.



Darryl Brown

Settling into Aged Care in Bairnsdale

Darryl made his new home at Domain Bairnsdale over two years ago.

At first Darryl was a little reticent about moving into a residential care facility after living independently in

his own unit for many years, however with the help of his Doctor and staff support, he agreed to give it a go for a trial period. Needless to say Darryl is still living at Domain Bairnsdale and has made a very worthwhile contribution to the community spirit in the residence.

He does enjoy the company of other residents and staff, and is the first one to welcome new residents into Nicholson wing.

Darryl enjoys the freedom of being able to call a taxi and take time out in Bairnsdale, have a coffee with his friends and check out the local book stores for any new editions or old favourites. He does enjoy taking his exercise by walking around town, through the main street gardens and to the local Library.

He also appreciates the constant care given by registered Nurses and PCA

carers who ensure that he is free from health worries.

Darryl also enjoys his trips on the Facility Bus with other residents travelling throughout various parts of Gippsland, some days enjoying fish and chips by the Lake at Paynesville and other times socialising at local Bowling or RSL clubs.

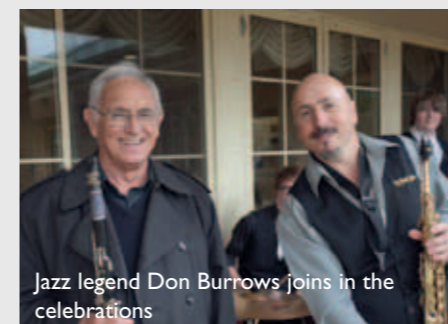
Taking in fresh air around the residence's gardens is a daily affair for Darryl who was a keen rose grower and who still enjoys the perfumes and colours of the rose gardens at Domain Bairnsdale.

Darryl enjoys keeping up with current affairs television programs and is an avid reader of historical novels, biographies and autobiographies, and can often be seen engrossed in a book in the private lounge room of Nicholson or in the main lounge.

Domain Bairnsdale shone despite the weather!

Domain Bairnsdale opened its doors to the community and celebrated its re-accreditation.

On, Saturday 23rd October 2010 despite the rain Domain Bairnsdale opened its doors to the community. Guests were invited to view the superior facilities as well as enjoying a great day out with a variety of entertainment.



Jazz legend Don Burrows joins in the celebrations

Carole Heath, Facility Manager of Domain Bairnsdale says, "we opened our doors to the local community and



Domain Bairnsdale

encouraged them to come along and enjoy a great day for the whole family. It was the perfect setting for guests to view our residence and to see at firsthand the high quality care we offer."

Throughout the day, there was a variety of free activities for the whole family to enjoy, including a local jazz band and children's entertainment, as well as a complimentary barbeque lunch.

Domain Bairnsdale, was also recently granted reaccreditation for the next three years by The Aged Care Standards and Accreditation Agency.

The agency undertook a thorough examination of the facility and it was deemed to meet all 44 standards, including the provision of high quality clinical and personal care, a private and independent lifestyle, a safe and luxurious environment, high quality management and skilled staff.

This announcement comes as welcome news for local residents, as, according to the Australian Bureau Statistics, by 2021 approximately 44% of the East Gippsland population is expected to be 60 or over, compared with 25% of the general population.