

ANTHEM

JANUARY

Newsletter 2025



Inspirational Quote

*“The Happiness of your life depends on the quality of your thoughts”
- Marcus Aurelius -*

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Lifestyle News

Hello Residents, Families and Friends!

Welcome to the January edition of our newsletter! With the summer season in the midst, we welcome the new year with many celebrations.



We had an incredible Christmas with jolly performances and gatherings with family members, followed by a spectacular Christmas lunch. New Year's Eve was a hit with our champagne tower and incredible performance which involved plenty of singing and dancing. Keep an eye on your email and look for flyers around the facility for any further events throughout January and February.

Warm Regards

Lifestyle Team

CAN YOU CONTRIBUTE?

Contributions to our newsletter are encouraged and appreciated! Articles, photos, staff news, trivia, poems, and amusing stories relating to residents or staff are most welcome.

Please hand in your submissions to reception or email us anytime at LifestyleTeam@anthemcare.com.au

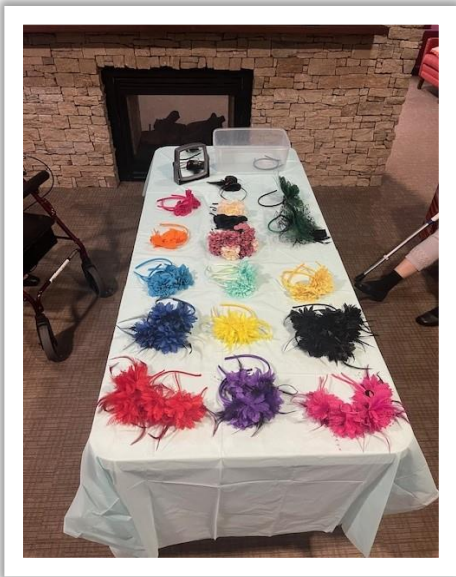
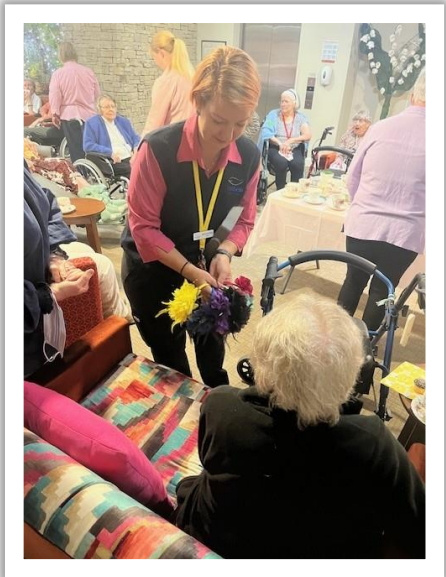
EXPRESSIONS OF INTEREST

Would you like your loved one, or a staff member to be featured in our newsletter? If so, please email us at LifestyleTeam@anthemcare.com.au



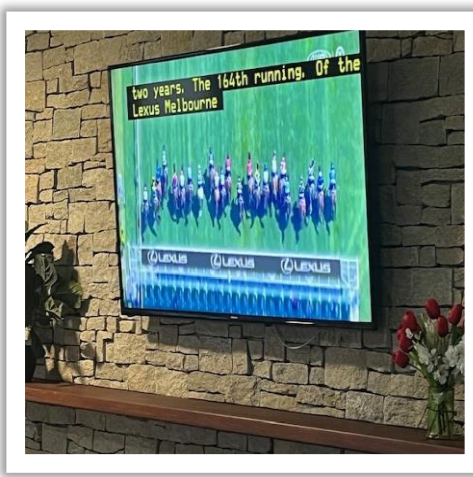
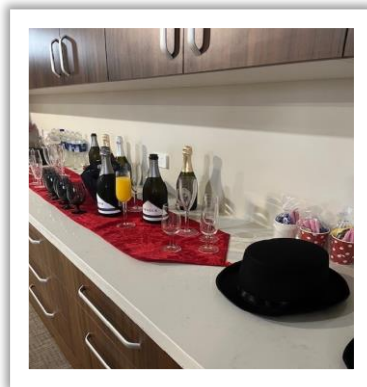
Month in Review – November

Melbourne Cup 2024 Preparations Fascinators Selections and Morning Tea



Month in Review – November

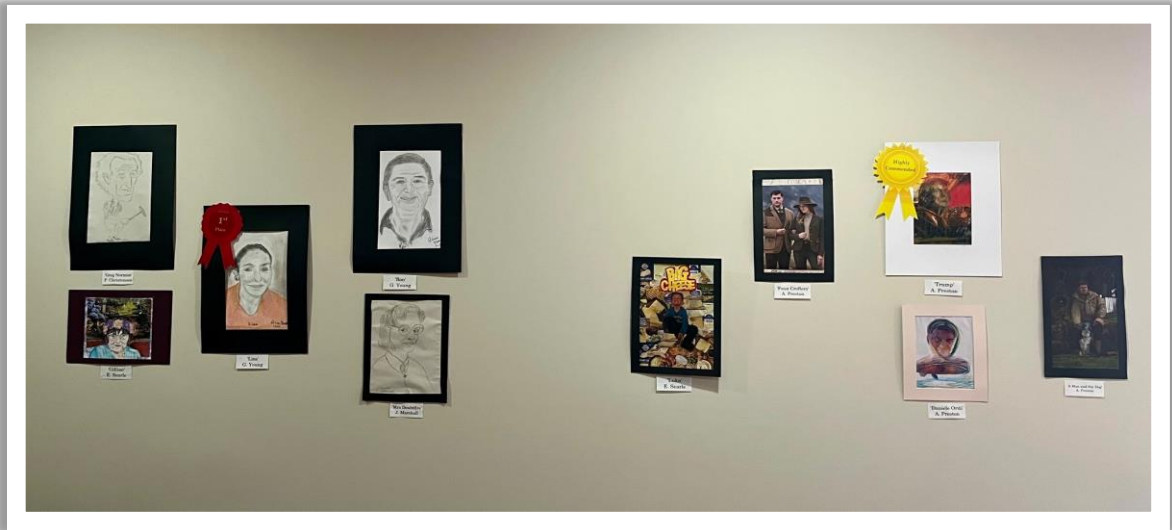
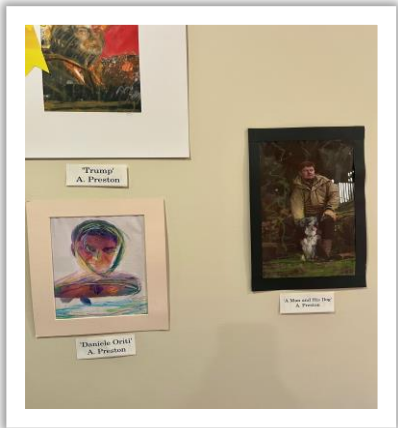
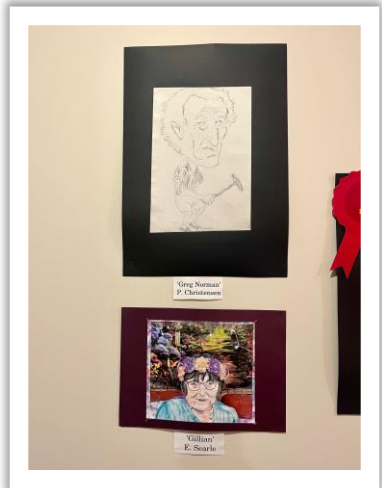
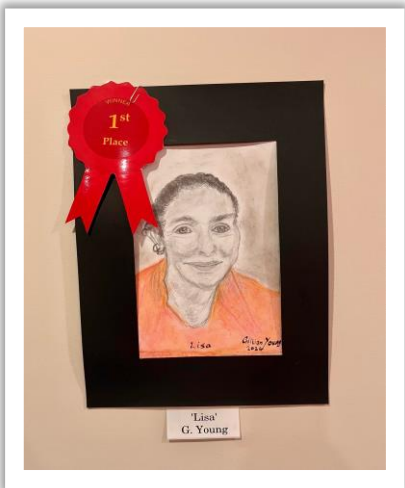
Melbourne Cup 2024 Champagne & Fashions on the Field Celebrations



Month in Review – November

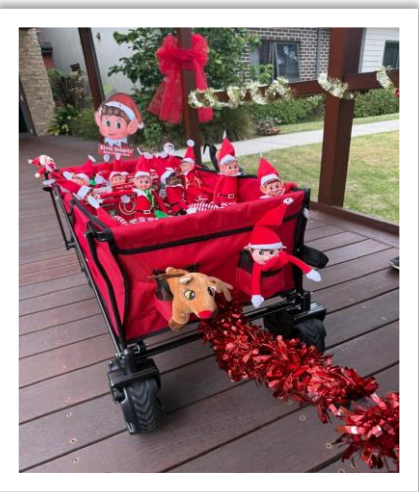
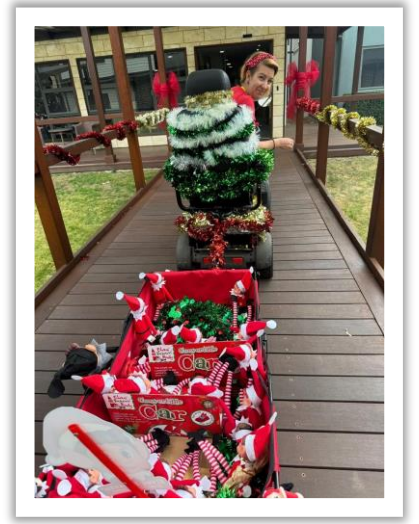
Anthem Archies 2024

The winners and High commended entrants of the Anthem Resident Archibald Portrait Prize



Month in Review – December

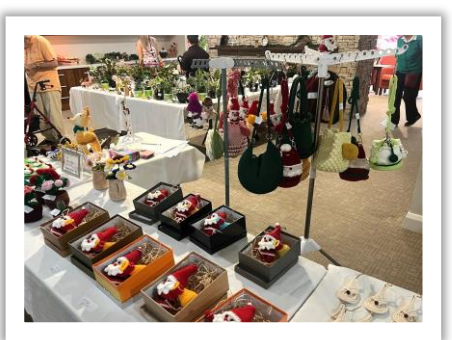
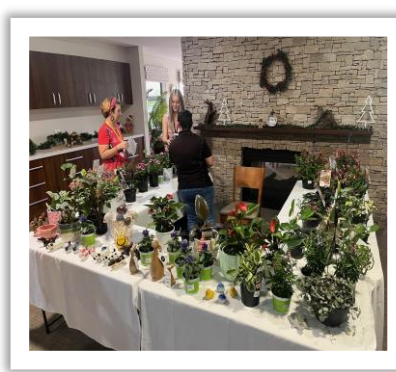
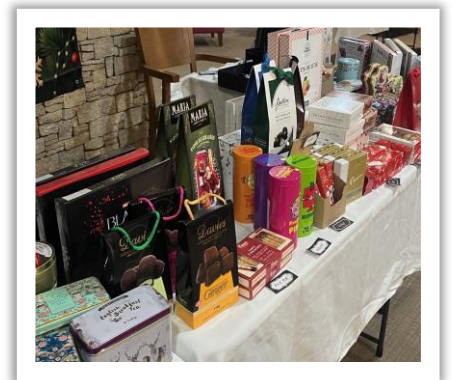
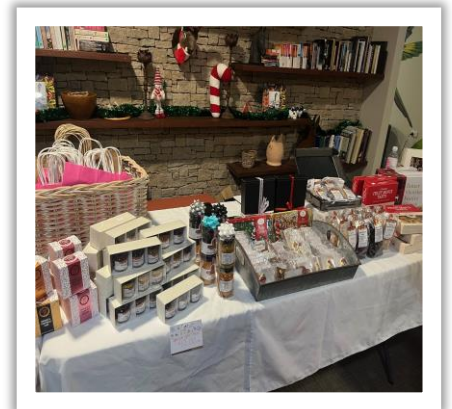
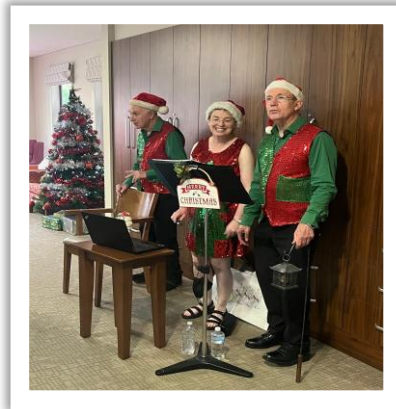
Christmas is Coming
With a special Delivery of Cheeky Elves!!



Month in Review – December

Anthem Christmas Markets

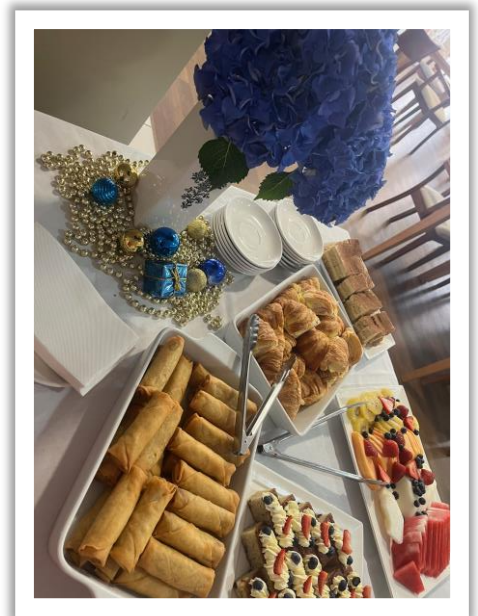
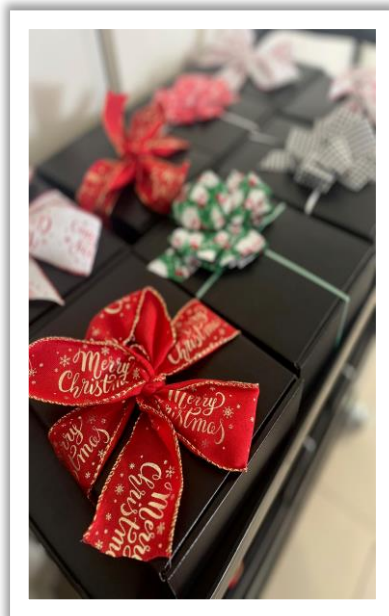
With special thanks to Mrs Oldbucks, Bowral Sweets & Treats, Mt Murray Nursery, some of our talented staff and the Merry Music Makers for supporting your local community and making our markets a success for our residents!



Month in Review – December

International Volunteers Day 2024

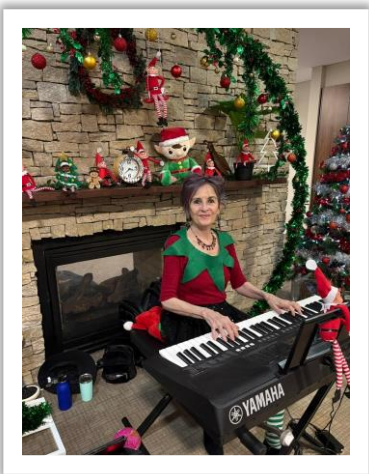
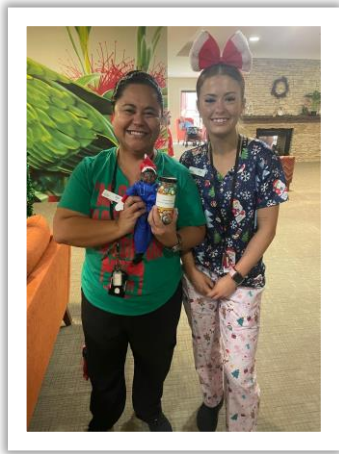
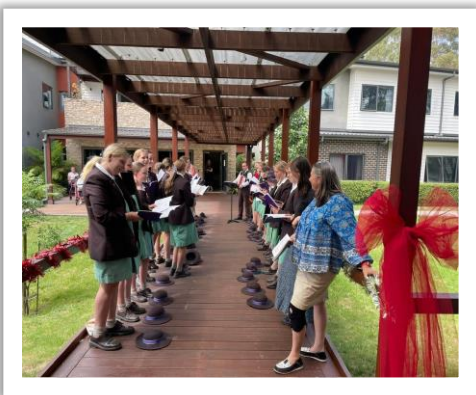
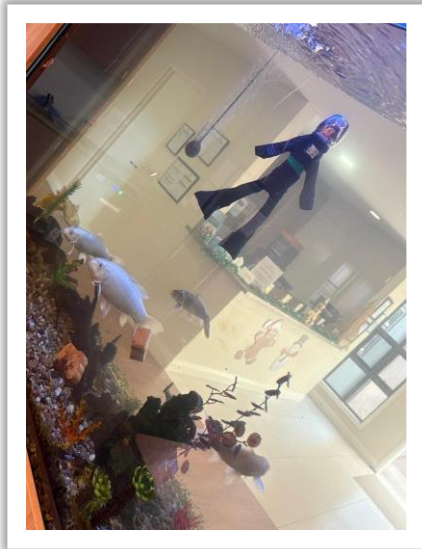
A morning tea was held to thank our wonderful dedicated and passionate volunteers who generously give their time and energy to make a positive impact on our residents.



With thanks to the volunteers of St Jude's of Bowral, Corpus Christi Parish and the local community and residents

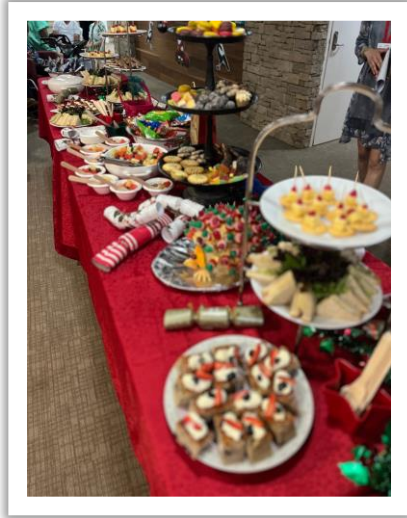
Month in Review – December

Christmas Festivities incl. musical performances from Frensham, Louise Bell, and the Merry Music Makers
... and look out for some cheeky elf action



Month in Review – December

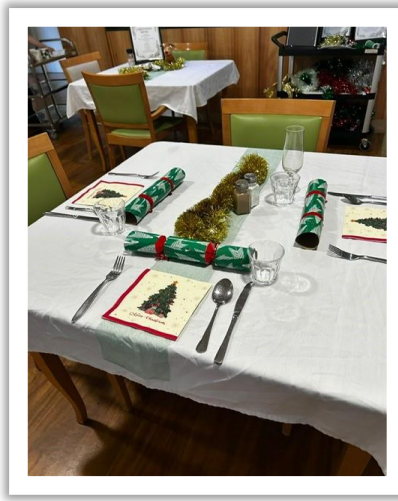
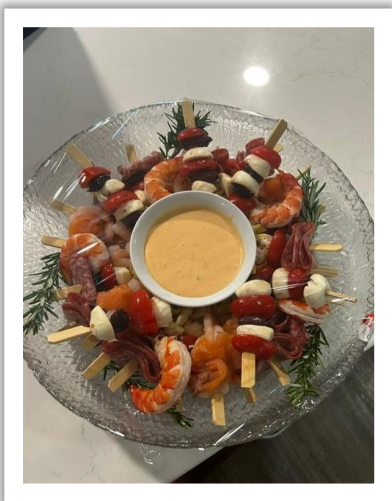
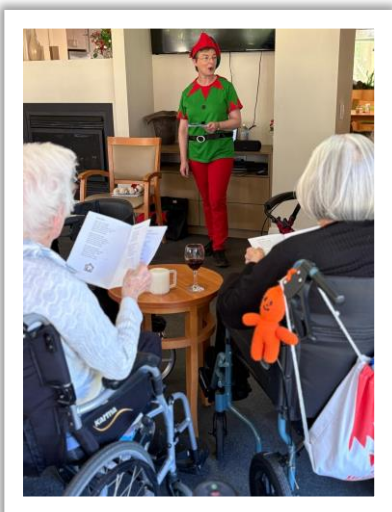
Resident Christmas Party



Month in Review – December

Christmas Day 2024

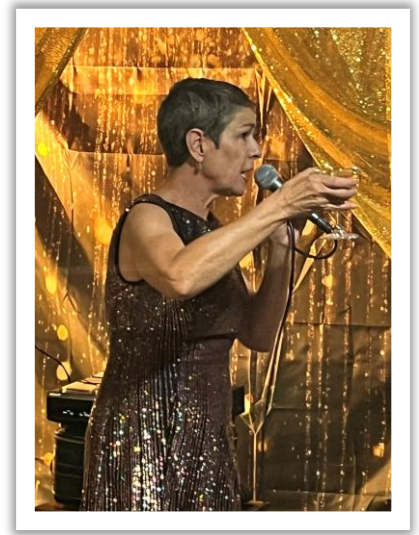
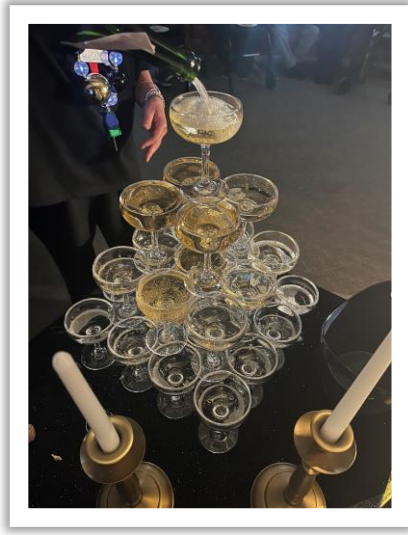
Celebrating with residents, family, friends and our incredible staff with a special visit from Santa and his Elves!



Month in Review – December

New Years Eve

Welcoming 2025 with a bang and a boogie! With the incredible voice of Helen James to sing in 2025 with us all



Upcoming Events

New Years Day

Wednesday 1st January

Resident Meeting

Tuesday 14th January

Australia Day Lunch

Friday 24th January

Australia Day

Sunday 26th January

Valentine's Day

Friday 14th February

Regular Events

Happy Hour every Friday at 2.30pm

Bus Trips Fortnightly

Pop up café every Friday at 10.30am

Refined Moves Tai Chi Fortnightly on Thursday at 10.30am

Paws Pet Therapy Fortnightly on Monday at 2.00pm



Special Days

January

1 st	New Years Day
8 th	Elvis Presley's Birthday
12 th	Australian Open
21 st	International Hug Day
26 th	Australia Day
29 th	Lunar New Year

February

2 nd	Ground Hog Day
6 th	Waitangi Day (NZ)
9 th	Superbowl Sunday
14 th	Valentine's Day
18 th	Drink Wine Day

Birthdays Celebrated

Wishing all our Residents that celebrated Birthdays in November and December a very Happy BIRTHDAY!!!

Noticeboard



CONTINUOUS IMPROVEMENT

Residents, families, and friends are reminded that there are a number of avenues available for you to express your views, suggestions and complaints.

There are feedback forms available at reception. We are happy to receive feedback at any time and strongly encourage everyone to contribute so that we can ensure that we continue to do the BEST we can.

If you require any information for external services, please see the web address below

www.hearing.com.au

<https://visionaustralia.org>

<https://www.dementia.org.au>

<https://beyondblue.org.au>

<https://palliativecare NSW.org.au>

alternatively, please speak to the lifestyle team and we can assist you in obtaining the relevant resources for you or your family member.

Thank you!

NEW STAFF

A warm welcome to the people who joined our team in the past few months!

Aksala F

Rob W

Chen Q

Melissa S

Deam P

Chantrell H

Dom B

We hope that you enjoy your time here!

NEW RESIDENTS

A very warm welcome to

Gabrielle R

Jennifer M

Dawn L

Gregory G

Alan M

Richard D

We hope you enjoy your time here!

IN MEMORIAM

To the families and friends of our late residents

Maurice F

Jill D

Rose T

Ruth B

Nives T

Anna F

Maureen H

Richard H

Owen B

Ken J

Liz C

Wendy O

May you be comforted by the knowledge that your loved ones are at peace.



STINY Clinical News

- Heatwave:** As we approach a heatwave, the health and safety of our residents remain our top priority. High temperatures can pose significant risks, particularly for vulnerable individuals. We encourage everyone to stay hydrated and avoid outdoor activities during the hottest parts of the day. In Anthem, our staff will be conducting more frequent fluid rounds to help ensure residents are well-hydrated. Additionally, our team is trained to identify signs of heat-related illness and know how to respond effectively, including determining when hospitalization may be necessary. Additional measures like closing the blinds and windows, dressing to weather and opening the windows to allow cross ventilation after sunset. Thank you for your cooperation in keeping our community safe during this time.
- Infection Control:** Considering the increase in urinary tract infections (UTIs), we want to emphasize the importance of infection control through proper hydration and hygiene practices. Staying well-hydrated is crucial, and we encourage all residents to drink plenty of fluids. Additionally, we are reminding our staff of the critical role handwashing plays in preventing infections. Staff members should assist and encourage residents to practice good hand hygiene before and after meals, as well as after using the restroom. Together, we can help reduce the risk of UTIs and promote a healthier environment for everyone.
- Person responsible and resident contact:** Our legislation continually changes, and we are mindful that all times we need the correct contact details. Most recently through legislative change we are required to have in place enduring guardianship with restrictive practice authority for any resident who requires restrictive practices the legislation requires this to be in place before the 31 of Dec 2026. In the meantime, we need to know who has the authority to consent for the restrictive practice.
NOTE: FOR EXISTING GUARDIANSHIP, THE AUTHORITY FOR RESTRICTIVE PRACTICE CAN BE ADDEDD AS THE ANUAL PROCESS AND THEREFORE THERE IS NO COST IMPLICATION.
- Care evaluation and case conference:** Our staff will contact you for all changes to your loved ones. However, we are required to complete both formal care evaluations and case conferences regularly. These reviews are very important, and we request that you make time to participate and provide your feedback.
- On site Clinical Pharmacist:** We are glad to inform that our on site clinical pharmacist started and at this stage she will be working for four hours for two days.

Stiny

Clinical Care Manager

Noticeboard



LYDIA Operational News

Annual trend analysis of Anthem internal Complaints/Compliments received in 2024

Complaints

In 2024 we have received in total 71 internal complaints via verbal/written pathways from resident/family/staff/staff on behalf of resident.

Among the 71 internal complaints, there were 11 related to general care (15.4%), 3 related to cleaning (4.2%), 44 related to catering (61.9%), 9 related to environment (12.6%), 2 related to maintenance (3%) ,2 related to diversional therapy/lifestyle (3%).

For the areas that were involved in the complaints with high percentages:

- General care related complaints were mainly associated with gaps in staff maintaining timely and appropriate communication with resident/family as well as accommodating individual preference for person centred care.
- Environment related complaints were mainly associated with infrastructures such as air conditioning, phone line, TV signal.
- Catering related complaints were associated with texture, flavour, presentation, temperature, portion control as well as cultural appropriateness of meals.

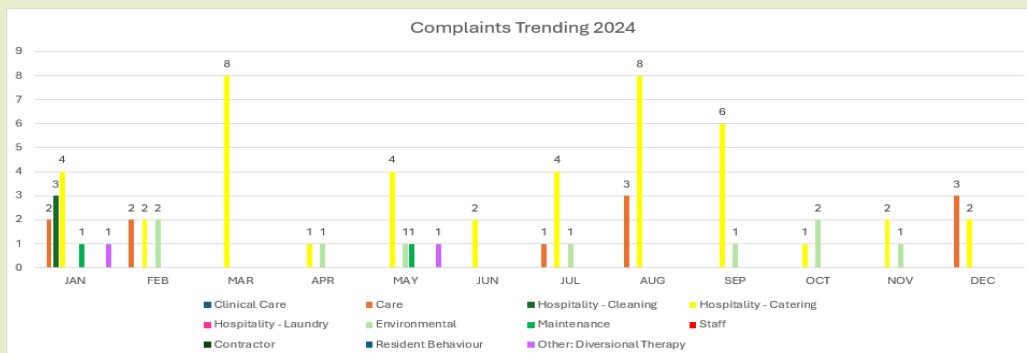
Total Number of Complaints 2024												
SERVICE AREA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Clinical Care												
Care	2	2					1	3				3
Hospitality - Cleaning	3											
Hospitality - Catering	4	2	8	1	4	2	4	8	6	1	2	2
Hospitality - Laundry												
Environmental		2		1	1		1		1	2	1	
Maintenance	1				1							
Staff												
Contractor												
Resident Behavior												
Other: Diversional Therapy	1				1							
TOTAL:	11	6	8	2	7	2	6	11	7	3	3	5

General care and environment related complaints have spread across the months, with most areas of concern being investigated and issues addressed within a reasonable timeframe. Outstanding items are closely followed up by heads of departments.

Noticeboard



Operational News cont.



Staff education/training has been conducted to upskill staff's knowledge and understanding on identified gaps. With a renowned Chef onboarded as external consultant in October as well as new Head Chef joined in December who has sound experience in managing kitchen in aged care, catering related complaints have gradually decreased in the last few months, showing a positive trend. We've received feedback from residents and staff that food service has been seen with noticeable improvements.

Compliments

In 2024 we received in total 40 compliments from resident/family/friend, with 11 (27.5%) about catering, 27 (67.5%) about general care, 2 (5%) about environment.

It shows that although there are ongoing issues to be addressed, especially about food, a lot of residents/families have been generously patient with us, as they see the ongoing efforts we've put in here and there, trying wherever we could to rectify and improve.

Such encouraging acknowledgements mean a lot to us, and they are shared among the team motivating everyone.

We aim to achieve in 2025:

- Enhanced and tailored staff education incorporating changes/updates in the strengthened standards which will come into effect in July 2025, so that person centered & trauma informed care can be implemented in our care provision improving overall quality of care.
- Invest in additional resources in environmental maintenance to further improve the quality of cleaning and maintenance services.
- Review catering service framework, process and procedure to make changes and/or adjustments where possible, such as more frequent food focus groups inviting residents/families/friends for trialing new dishes as well as for participating in our dining culture showcase events.

By arranging such activities/resources, we strive for higher resident satisfaction on catering service whilst meeting the requirements outlined in the coming strengthened standards under Standard 6 food and nutrition.

We appreciate the ongoing support from our residents/families/friends for raising your concerns/suggestions/comments throughout 2024, highlighting to us as for what we've done well, what we need to pay more attention to, and what we need to review and do better.

Lydia

Facility Manager

Noticeboard

WHISTLEBLOWER LEGISLATION

Whistleblower legislation is designed to protect employees who report misconduct or illegal activities within their organisation, including those in aged care settings. In Australia, the key legislation includes the Public Interest Disclosure Act 2013 (PID Act) and various state-specific laws.

Key Points:

Purpose: The legislation encourages staff to report issues like abuse, neglect, fraud, or safety violations without fear of retaliation. It aims to ensure that aged care facilities maintain high standards of care and comply with legal requirements.

Protection: Whistleblowers are protected from dismissal, discrimination, or any form of retaliation. This protection is crucial in aged care environments where reporting concerns can be challenging due to power dynamics and potential conflicts of interest.

Reporting Channels: Staff can report concerns internally through our established procedures or externally to relevant regulatory bodies such as the Aged Care Quality and Safety Commission or the Ombudsman.

At Anthem Care, Sarah Plaskitt is our nominated contact person for reporting purposes. Staff are encouraged to report any issues they observe.

Sarah's contact details are as follows:

	<p>Sarah Plaskitt Privacy Officer</p> <p>25 Retford Rd Bowral NSW 2576 Phone: 02 4862 8500</p> <p>email: sarah.p@anthemcare.com.au</p> <p>web: anthemcare.com.au</p>
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Poem to Share

The Swing

How do you like to go up in a swing,
Up in the air so blue?
Oh, I do think it the pleasantest thing
Ever a child can do!
Up in the air and over the wall,
Till I can see so wide,
Rivers and trees and cattle and all
Over the countryside—
Till I look down on the garden green,
Down on the roof so brown—
Up in the air I go flying again,
Up in the air and down!

Robert Louis Stevenson



Laughing Matters



A Senior Moment

One day a famous old Celebrity went to a Nursing Home to see all his friends again and see how everyone was doing. When he got there, he was immediately greeted by everyone because they recognised him instantly. He said hi to all his friends warmly but then noticed one man didn't say anything to him, or even give him a glance.

This was puzzling. Didn't the man know who he was? Surely, he'd seen some of his movies or his TV show! He finally decided to talk to the man.

The Celebrity went up to the old man and stood in front of him, asking: "Do you know who I am"?

The old man looked at him and quickly said: "No, but you can go to the front desk, and they'll tell you".

One-liners

I made a huge 'to do' list for today. I just can't figure out who's going to do it.

The older you get, the better you get. Unless you're a banana!

Silence is golden until you have children, then silence is very suspicious.

You never realize what you have until it's gone. Toilet paper is a good example!



Word Search

SUMMER



N S R B G F R A G R A N T F
P S V A C A T I O N S O B R
Q A C K P B A R B E C U E I
O N T S U N S H I N E T E S
X D A N D E L I O N N D U B
C C L O U D L E S S I O I E
H A P P I N E S S S F O C E
E S U R F I N G L N G R O D
B T S E A S H O R E E Q I P
I L O F E B O O M E R A N G
K E D V E P M M E W R S P X
I W A B I C Y C L I N G E P
N W S D O L P H I N O K V D
I Q A K E L I F E S A V E R

Cloudless

Sandcastle

Vacation

Bicycling

Outdoor

Waves

Seashore

Frisbee

Sodas

Bikini

Sunshine

Fragrant

Dolphin

Dandelion

Happiness

Boomerang

Surfing

Poolside

Lifesaver

Barbecue