

# ANTHEM

## SEPTEMBER

### Newsletter 2025



#### *Inspirational Quote*

*"I am not what happened to me*

*I am what I choose to become"*

*- Carl Jung -*

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# Lifestyle News

Hello Residents, Families and Friends!

Hello and welcome to the September edition!

As spring begins to bloom, there's a renewed sense of warmth and energy in the air here at Anthem. We've been sharing special moments, celebrating achievements, and enjoying wonderful

entertainment together. From festive fun to milestone birthdays, this

past month has been filled with laughter, creativity, and joy. We're delighted to share some of these highlights with you – stories that capture the vibrant spirit of our Anthem family.



We had a jolly time celebrating Christmas in July with our wonderful residents, all rugged up against the winter chill! Everyone joined in for a heart-warming performance of carols by the Merry Music Makers. We also held our very own Paint & Sip at Anthem, which was a huge hit! Our amazingly talented residents enjoyed a morning of mimosas and creativity as they painted the local Highland Cows. And of course, a very special celebration was in order as our wonderful resident Daphne turned 90! The milestone was made even more memorable as she shared her birthday week with her sister, Mary, and niece, Belinda – three birthdays all in the same week!

There's even more to look forward to in September and October, with exciting entertainment and seasonal celebrations, like our famous Spring Fair, on the horizon. Keep an eye out for flyers and emails so you don't miss a thing!

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](mailto: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](mailto:LifestyleTeam@anthemcare.com.au)

# Month in Review – July

## Daphne's 90<sup>th</sup>!

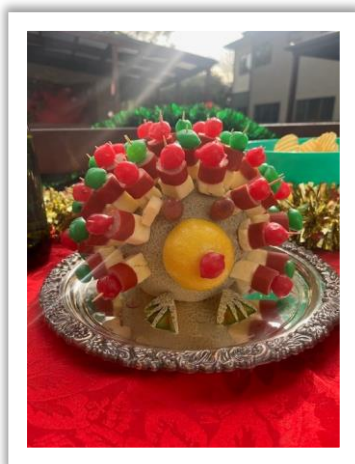
Our wonderful resident Daphne celebrated her 90<sup>th</sup> birthday this week! The celebration was made even more special as she shared this milestone with her sister, Mary, and niece, Belinda – all three sharing birthdays in the same week! Special thanks to the family for sharing this lovely photo from the celebration.



# Month in Review – July

## Christmas in July 2025

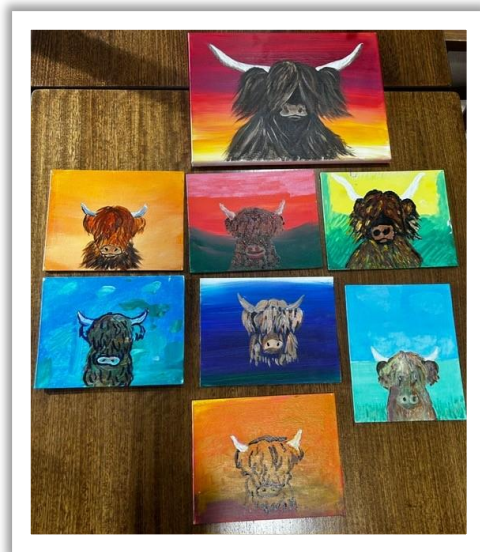
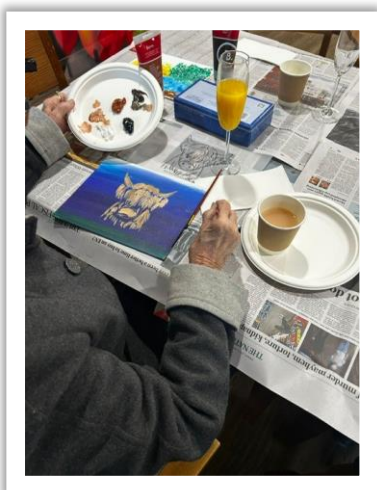
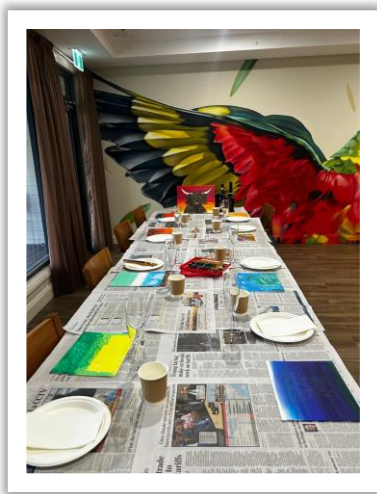
We had a jolly time celebrating Christmas in July with our wonderful residents, all rugged up against the Winter chill! The festivities featured not one, but TWO Santas spreading cheer, along with delicious food and drinks. We also enjoyed a performance of carols by the Merry Music Makers!



# Month in Review – August

## Masterpieces & Mimosas

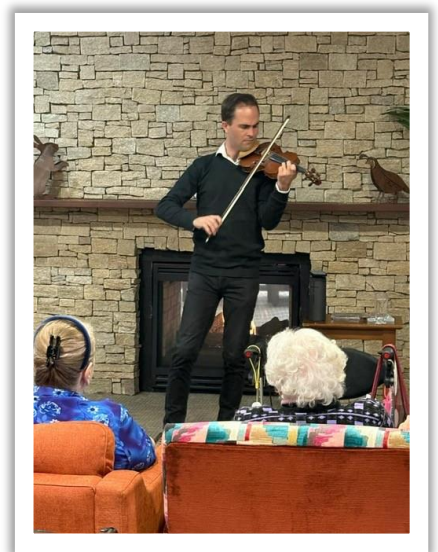
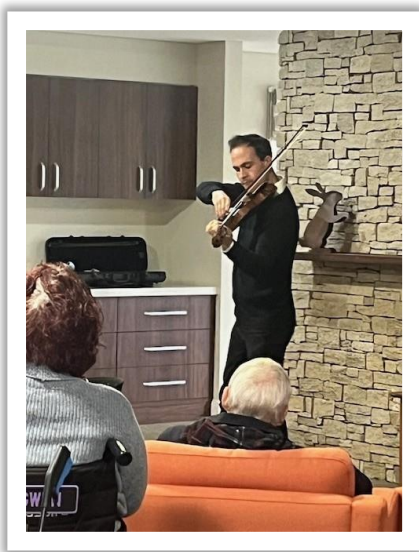
We held our very own Paint & Sip at Anthem, and it was a huge hit! Our amazingly talented residents enjoyed a lovely morning sipping on mimosas while getting creative with their paintbrushes, painting local Highland Cows!



# Month in Review – August

## Hayden Wiseman

We recently had the pleasure of welcoming Hayden Wiseman, an exceptionally talented violinist, to perform for our residents. His beautiful music filled the room and created a warm, uplifting atmosphere.



# Upcoming Events

## Whiteley College

Tuesday 9<sup>th</sup> September

## Greg Dimmock Concert

Wednesday 10<sup>th</sup> September

## Spring Fair

Friday 26<sup>th</sup> September

## Sing Australia Concert

Friday 3<sup>rd</sup> October

## Honey Sippers Concert

Monday 13<sup>th</sup> October

## Helen James Concert

Thursday 23<sup>rd</sup> October



## Special Days

### September

7 <sup>th</sup>	Father's Day
12 <sup>th</sup>	Chocolate Milkshake Day
20 <sup>th</sup>	Oktoberfest
21 <sup>st</sup>	International Peace Day
27 <sup>th</sup>	AFL Grand Final

### October

1 <sup>st</sup>	International Coffee Day
3 <sup>rd</sup>	World Smile Day
29 <sup>th</sup>	Grandparents Day
31 <sup>st</sup>	Halloween

# 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

# Birthdays Celebrated

Wishing all our Residents that celebrated  
Birthdays in September and October  
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](http://www.hearing.com.au)

<https://visionaustralia.org>

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

<https://beyondblue.org.au>

<https://palliativecarenewsw.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.

## NEW STAFF

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

**Mohini R**                      **Manish K**

**Sujan L**                        **Aakriti**

**Georgia R**                    **Elise C**

**Zhantelle S**

We hope that you enjoy your time here!

## NEW RESIDENTS

A very warm welcome to

**Peter F**                              **Marya E**

**Jim A**                                **George K**

**Joan P**                               **Joan S**

**Dorothy B**

**June W**

**Heather B**

We hope you enjoy your time here!

## IN MEMORIAM

To the families and friends of our late residents

**Gabby R**                              **Barbara D**

**Keith E**                               **Judith T**

**Carl W**                                **Ena B**

**Marion R**                            **Carole S**

**Margaret M**

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



## STINY Clinical News

### Support Persons in Aged Care – What’s New?

From 1 November 2025, the new Aged Care Act introduces the Registered Supporter role. A Registered Supporter is someone chosen by a resident to help them understand and communicate decisions about their care. They can speak with My Aged Care and providers on the resident’s behalf and access relevant information—but they don’t make decisions unless legally authorised. This change strengthens residents’ rights and replaces older representative roles.

For more details, visit [My Aged Care](#).

### Supporting Our Residents with Quality Care

At Anthem, we’re proud to offer a range of services that support the health and wellbeing of our residents.

**Specialist Health Services:** We offer access to a variety of visiting health professionals, including:

- **Podiatrist** – for foot care and mobility
- **Dietitian** – supporting nutrition and dietary needs
- **Speech Pathologist** – assisting with communication and swallowing
- **Mobile Dentist** – providing dental care onsite
- **Optometrist** – for eye health and vision assessments onsite

### Mobile Dental and Optometry Services - Onsite for Resident Convenience

We are pleased to offer **quarterly mobile dental and optometry services** for residents who are unable to leave the facility. These visits are provided by trusted providers:

- **Brightsmiles Dental** - Comprehensive dental care brought directly to our residents.
- **Healthcare2You Optometry** - Onsite eye care services, including eye exams and glasses fittings.

These services ensure our residents continue to receive high-quality healthcare in the comfort of their home at Anthem. Families and Next of Kin will be notified prior to each scheduled visit.

For more information or to register your loved one for these services, please speak with our care team.

### Onsite Clinical Pharmacist

Our Clinical Pharmacist, **Lesley**, plays a key role in ensuring the safe and effective use of medications for our residents. She regularly reviews prescriptions to reduce risks and improve outcomes, offers expert advice about safe medicine practices, and works closely with nurses, GPs, and other health professionals to maintain continuity of care. Lesley also supports informed decision-making and promotes best practices in medication management, contributing to a safer and more personalised care environment.

*Stiny*

**Clinical Care Manager**

# Noticeboard



## LYDIA Operational News

Dear residents/families/friends,

As we are approaching the 1<sup>st</sup> of November 2025 whereby the new Aged Care Act and the Strengthened Aged Care Quality Standards are planned and expected to take effect, Anthem has organised a summary outlining the main changes made under the new Act and Strengthened Standards as well as how they may affect residential aged care residents both current and in future.

We hope this summary gives you an overview of what will be happening when the 1<sup>st</sup> of November comes as well as assists you to be prepared for the associated changes, so that your decision making and care provision/transition in remain informed.

Our operational team is also working on variety of projects/action plans around the new Aged Care Act and the Strengthened Aged Care Quality Standards to make sure that Anthem is well prepared and ready for the 1<sup>st</sup> of November to facilitate continuity and quality of care.

Please ask reception for a copy of the New Act and Strengthened Aged Care Quality Standards.

Thank you.

*Lydia*

**Facility Manager**



## NEWSLETTER ARTICLE

### Your Voice Matters at Anthem Care

#### Raising a Concern, Making a Suggestion or Sharing a Compliment – We're Listening

At Anthem Care, we believe that every voice matters—whether you're raising a concern, suggesting, or sharing a compliment. Your feedback helps us to grow, improve, and celebrate what we do well.

We're committed to creating a culture of openness, respect, and transparency, and we welcome your input at any time.

#### Why Feedback Is Important

Feedback from residents, families, carers and visitors is a key part of providing safe, high-quality, person-centered care. Whether it's a compliment about a kind gesture, a suggestion to improve something, or a concern that needs attention—we want to hear from you.

Your input helps us:

- Understand what matters most to you
- Identify areas to improve or innovate
- Celebrate the efforts of our dedicated team
- Ensure everyone feels respected, safe and valued

This is a right protected under Standard 1 – The Person and supported through Standard 2 – Feedback and Complaints Management of the Strengthened Aged Care Quality Standards.

#### How to Share a Concern, Suggestion or Compliment

There are several ways you can give feedback at Anthem Care:

- Speak directly with our Complaints Officer (Sarah Plaskitt – at the front desk), a staff member, a registered nurse or the Care Manager
- Use the Feedback and Complaints Forms available at reception, boxes located on each floor or in your welcome pack
- Call 02 4862 8500 or email the facility manager Lydia on [lydia.l@anthemcare.com.au](mailto:lydia.l@anthemcare.com.au) or Sarah on [sarah.p@anthemcare.com.au](mailto:sarah.p@anthemcare.com.au)
- Complete a feedback card or anonymous suggestion form
- Attend resident or family meetings and share your ideas

We also encourage verbal feedback during care planning discussions or informal catch-ups with the care team.



## Continued.

### What Happens When You Raise a Concern?

We take all Complaints seriously. Our approach is guided by the principles of open disclosure, meaning we:

- Listen to your concern without judgement
- Acknowledge the issue and explain what happened (if known)
- Apologise when something has gone wrong
- Work with you to resolve it in a respectful and timely way
- Keep you informed throughout the process
- Learn from the incident to prevent it happening again

You can choose to remain anonymous or be identified—either way, your concern will be handled respectfully and in accordance with our policies.

### Role of the Complaints Officer

Anthem Care has a dedicated Complaints Officer who oversees all feedback and complaints. The Complaints Officer is responsible for:

- Ensuring concerns are acknowledged and acted upon promptly
- Maintaining confidentiality and fair process
- Liaising with staff, residents and families to support resolution
- Monitoring themes and trends to support continuous improvement

Our Complaints Officer is available to speak with you directly or by appointment.

### We Celebrate Compliments Too!

Positive feedback means a lot to our team. If you've had a great experience or want to recognise a staff member who went above and beyond, let us know! We share compliments during team meetings and use them to build a culture of kindness and pride in what we do.

### Your Rights and Our Responsibility

As part of the Aged Care Act 2024 and the Strengthened Standards, residents and families have the right to:

- Speak up without fear of negative consequences
- Be listened to and taken seriously
- Have concerns addressed promptly
- Be part of the solution
- Receive clear communication and outcomes

*Jen*

**Educator**



## NEWSLETTER ARTICLE

### Medication Safety in Aged Care

#### Supporting Safe Medicines Use – The Role of the Clinical Pharmacist at Anthem Care

At Anthem Care, the safe and effective use of medications is a vital part of our commitment to high-quality, person-centred care. Medications can significantly improve health and wellbeing—but only when they are used correctly, reviewed regularly, and tailored to each resident’s unique needs.

That’s why we work closely with Clinical Pharmacists to support safe medication management through structured Residential Medication Management Reviews (RMMRs) and ongoing multidisciplinary collaboration.

#### Who Is the Clinical Pharmacist?

A Clinical Pharmacist is a specially trained medication expert who works with doctors and registered nurses to ensure each resident’s medications are safe, effective, and appropriate. They are independent and impartial, bringing specialised knowledge about:

- Drug interactions and side effects
- Dose adjustments for older adults
- High-risk medications
- Simplifying medication regimens
- Supporting safe deprescribing when appropriate

They play a key role in identifying and reducing medication-related harm, a known risk in aged care.

#### What Is an RMMR? (Residential Medication Management Review)

An RMMR is a formal, collaborative review of a resident’s medications conducted by a Clinical Pharmacist in partnership with the resident’s GP and nursing team. It is recommended:

- When a resident enters the facility
- After hospital discharge
- When a new health condition emerges
- Following changes in behavior, falls, or confusion
- At regular intervals (usually every 12 months or sooner if needed)

The process includes:

1. Reviewing current prescriptions, supplements, and over-the-counter items
2. Identifying potential risks (e.g., drug interactions or duplications)
3. Consulting with the resident and staff to understand health goals and preferences
4. Recommending changes to improve outcomes or simplify regimens
5. Supporting residents understanding and consent

# Noticeboard



## Continued.

### Medication Management at Anthem Care

At Anthem Care, medication safety is a shared responsibility. We follow best-practice processes aligned with the Strengthened Aged Care Quality Standards, particularly:

- Standard 3: Care and Services – Communicating for safety and quality
- Standard 5: – Safe and quality use of medicines

Our systems include:

- Accurate and timely documentation of all medication administration
- Regular medication audits and stock checks
- Staff competency assessments and ongoing training
- Consultation with pharmacists and prescribers on adverse effects or concerns
- Prompt reporting of medication incidents and open disclosure

### Your Right to Be Involved

Residents and families have the right to be actively involved in all medication decisions. This includes:

- Being consulted before changes are made
- Receiving clear explanations about medications, risks, and side effects
- Choosing to refuse medications unless in an emergency
- Having regular medication reviews and care plan updates

These rights are embedded within Standard 1 – The Person, which recognises the resident’s right to make informed decisions.

### Working Together for Better Health Outcomes

Through the involvement of Clinical Pharmacists, ongoing RMMRs, and strong clinical governance, we aim to optimise each resident’s medication plan. This means:

- Fewer unnecessary medications
- Reduced risk of side effects or adverse events
- Clear, coordinated care that supports independence and wellbeing

*Jen*

**Educator**



## NEWSLETTER ARTICLE

### Understanding Restrictive Practises in Aged Care

**Minimising Restrictive Practices: Protecting Rights and Promoting Safety at Anthem Care**  
 At Anthem Care, we are committed to supporting the rights, dignity, and wellbeing of every resident. In line with the Aged Care Act 2024 and the Strengthened Aged Care Quality Standards, we work hard to avoid restrictive practices unless they are necessary to prevent harm.

#### What Are Restrictive Practices?

Restrictive practices are any actions that limit a resident’s free movement or decision-making. They include:

- Chemical restraint – using medication to influence behaviour
- Physical restraint – applying physical force or holding
- Mechanical restraint – using devices like bed rails or lap belts
- Environmental restraint – restricting access through locked doors or secured spaces
- Seclusion – isolating a person from others

These practices may only be used as a last resort, when all other alternatives have been explored and the risk of serious harm is high.

**NOTE:** At Anthem care we do not endorse the use of Physical and Seclusion Restrictive Practices.

#### Using the Hierarchy of Controls to Guide Safer Practice

Before any restrictive practice is used, our clinical team applies the Hierarchy of Controls, a recognised risk-management approach that prioritises the least restrictive and most person-centred options first:

Control Level	Example in Aged Care
Elimination	Removing the trigger (e.g., loud noise, overstimulation)
Substitution	Using soothing activities instead of a restraint
Engineering controls	Changing the environment (e.g., sensor mats, quiet rooms)
Administrative controls	Increased staff supervision, behaviour support training
Personal Protective Equipment (PPE)	Used only in rare cases for staff safety – not a resident intervention
Restrictive practice	Last resort if risk cannot be managed by other means

#### Consultation and Consent Are Essential

We involve residents and their appointed substitute decision-makers (e.g., guardian or enduring power of attorney) in all care decisions, especially where restrictive practices may be required.



## Continued.

The decision-making process includes:

- Open, respectful discussions about the risks and alternatives
- Obtaining informed, written consent
- Developing an individualised Behaviour Support Plan
- Documenting all actions in the resident's care plan

We encourage ongoing consultation with residents, families, and care partners, and care planning meetings are offered regularly to ensure transparency and shared understanding.

### Behaviour Support Plans and Monitoring

If a restrictive practice is considered necessary, it will only be implemented:

- As part of a structured Behaviour Support Plan (BSP)
- With clearly documented alternatives trialed beforehand
- For the shortest duration possible, with a clear exit strategy
- Under regular review, at least monthly or sooner if circumstances change

Our team monitors outcomes closely and reports to the Aged Care Quality and Safety Commission under the Serious Incident Response Scheme (SIRS), where applicable.

### A Person-Centred, Rights-Based Commitment

Restrictive practices must never compromise a resident's dignity or autonomy. Anthem Care upholds:

- Standard 1 – The Person: Respecting choice, voice, and control
- Standard 3 – Clinical Care: Delivering evidence-based, trauma-informed care
- Standard 5 – Safe and Quality Services: Embedding risk minimisation and accountability

Every resident has the right to live free from unnecessary restrictions, and our approach ensures decisions are ethical, legal, and in each resident's best interest.

### Open Communication Is Our Priority

Residents and families are encouraged to speak openly with our Clinical Manager or Care Coordinator about any questions or concerns. We are always here to listen to and work together on the best solutions.

*Jen*

**Educator**

# Poem to Share

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From you have I been absent in the spring,

When proud pied April dress'd in all his trim

Hath put a spirit of youth in everything,

That heavy Saturn laugh'd and leap'd with him...

*William Shakespeare*



# Laughing Matters



## Quick Jokes

What did the tree say during springtime? “Well, this is a re-leaf!”

Why did the farmer bury all his money? He wanted to make his soil rich.

Why are flowers so friendly? They always have new buds.

What’s the best flower for a boy to give on Mother’s Day? A son-flower.

What is spring’s superpower? Flower power.

What do you call a rabbit with fleas? Bugs Bunny.

How does a bee brush its hair? With a honeycomb.

What do clouds wear during spring showers? Thunderwear.

Why did the farmer plant a seed in his computer? Because he wanted to download some spring flowers.



# Flowers of Spring

lilyofthevalley  
 rhododendron  
 windflower  
 bluebells  
 callalily  
 candytuft  
 daffodils  
 forsythia  
 hellebore  
 Snowdrops  
 clematis  
 hyacinth  
 primrose  
 wisteria  
 daylily  
 freesia  
 fuchsia  
 azalea  
 Crocus  
 dahlia  
 tulips  
 zinnia  
 aster  
 lilac  
 pansy  
 peony  
 sedum  
 iris  
 lily  
 rose



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