

2017 ANNUAL EDITION

Eldercare Matters



'Equality' paints a special significance for Eldercare

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• WHITE RIBBON WORKPLACE ACCREDITATION: UNDERSTANDING THE SIGNIFICANCE

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Hats off!

Eldercare congratulates builders Marshall & Brougham on its success at the 2017 Australian Institute of Building Awards.

Project Managers Paul Hicks and Matthew Green won Professional Excellence Awards in the Commercial Construction category (\$5m to \$25m).

The awards were presented in recognition of their expertise overseeing Eldercare's residential aged care redevelopments at The Lodge in Wayville and Allambi in Glengowrie.

Eldercare is proud to work in partnership with local businesses and support SA's economy.

**PROJECT TEAM
MANAGER DAVID
BOUGHEY WITH
MARSHALL &
BROUGHAM
PROJECT
MANAGER
PAUL HICKS
AT ALLAMBI.**



MESSAGE FROM THE CHIEF EXECUTIVE

Eldercare has had a very busy and successful year in 2017 despite the challenging regulatory and funding environment where we are expected to do more with less. Our staff are under pressure to deliver the best possible care with reducing resources but they continue to do this and remain strongly connected to the clients and residents they work with each day.

Mind, Body and Spirit Approach to Care

This year we implemented the first phase of our new case management model in Eldercare's residential care homes. This model complements our other initiatives, such as Dementia Excellence, Family Partnerships, Pastoral and Spiritual Care and a new Wellbeing Program, to form an integrated Mind, Body and Spirit service approach. An initial evaluation of the model has shown many positives. These include improved care through enhanced relationships with residents and families, better clinical planning and monitoring and improved reporting and responsiveness. We have also noticed improved continuity of care, reduced complaints from residents and family members and better communication with the residents' General Practitioners.

The role of our Allied Health team in facilitating and enabling enhanced health and wellbeing outcomes for residents also progressed in 2017 with the establishment of on-site gyms at our residential facilities. A new Allied Health and Wellbeing Manager has also been recruited to oversee a revitalised approach to wellbeing across all Eldercare sites and programs.

Dementia Excellence Program

We were proud to see our Dementia Excellence Program win the Alzheimer's Australia SA Dementia Care Excellence Award at the 2016 South Australian Community Achievement Awards. The program was also selected as a finalist for the 2017 Best Dementia Care Philosophy Award at the 5th Asia Pacific Eldercare Innovation Awards. Dementia Excellence Program Manager Sarah Jamieson has also been successful in securing a Churchill Fellowship Scholarship to further explore best practice care for people living with younger onset dementia.

The Dandelion Project

Eldercare started an exciting hospital avoidance project this year in partnership with the Adelaide Primary Care Network. We won a competitive bid to undertake the project and received a grant of around \$500,000 to develop a program that prevents our residents being transferred to hospital unnecessarily. The program is being developed at Trowbridge House, Allambi and Seaford. Central to the success of reducing hospital transfers is the upskilling of our Registered and Enrolled Nurses to perform advanced clinical procedures such as inserting and managing intravenous therapy, suturing and undertaking thorough clinical assessments. We have employed an experienced Nurse Practitioner to train and support our nurses and the South Australian Ambulance Service has also been engaged to assist. You can read more about The Dandelion Project in this edition of Eldercare Matters.

MESSAGE FROM THE CHIEF EXECUTIVE *continued*

Hospitality Services

We undertook a review of our hospitality services (i.e. catering, cleaning and laundry) this year and the Eldercare Board decided to bring these services back 'in-house' when our contract with external provider Medirest ends next June. We look forward to the implementation of a new approach in the year ahead with significantly improved quality outcomes for residents.

Leadership Programs

Building high performing teams across the organisation is a key strategic direction for Eldercare. Both the Executive and Senior Management teams are now fully engaged in leadership programs which will be completed by the end of the coming financial year. The next phase will be the rolling out of a leadership development program for all senior staff across Eldercare.

White Ribbon accreditation

I am very proud to report that Eldercare committed to the White Ribbon Workplace Accreditation Program during the year. The program recognises workplaces that are taking active steps to stop violence against women and accrediting them as a White Ribbon Workplace. Our commitment to White Ribbon builds on Eldercare's existing gender equality and diversity initiatives which provide the tools to strengthen a culture of respect across the organisation. We have been working hard to be an organisation that can respond to, and prevent, violence against women whether it occurs inside or outside of our organisation by supporting women experiencing violence, holding perpetrators to account, supporting all employees to challenge inappropriate behaviour and strengthening gender equality within the broader community. You can learn more about the work we are doing to become a White Ribbon accredited organisation in this edition.

Property Projects

The past year has been one of completion, consolidation and celebration with a number of very significant property project milestones achieved. In February, the Allambi redevelopment at Glengowrie was officially opened. With the addition of a further 106 beds, Allambi is now the largest residential care facility in South Australia with a total of 225 beds. The designers have created some beautiful open spaces within the new wings and have taken advantage of every opportunity to bring natural light and gardens into a care environment. The Lodge at Wayville was also redeveloped over the past 18 months and was officially opened earlier this year. We completed the addition of the new contemporary northern wing which was complemented by extensive renovations throughout the whole building with every resident's room and all staff and common areas now refurbished.

Significant refurbishment projects were completed at all of our sites in 2017 allowing us to continue to offer high quality care and to provide fresh and modern facilities to residents and staff. A major refurbishment has just been completed at our Oxford site in Hove and the fully refurbished building and gardens opened to residents and staff this month. The opening of this 27-bed facility commences a new era for Eldercare as we will be offering a premium aged care service that is based on an innovative 'three pillar' Wellbeing approach where residents feel supported, connected and enabled. We have a special feature on Oxford in this magazine.

I am proud to have served as the Chief Executive of Eldercare for another year and look forward to 2018. I am constantly impressed by the high calibre of our staff and their commitment to the residents and clients of Eldercare. I see daily examples of how our staff live the Eldercare values of respect, accountability and connection and how they deliver peace of mind with their care.

I wish you all a joyous Christmas and New Year.



Jane Pickering
Chief Executive

Oxford: Approaching aged care from a new perspective



Eldercare is excited about the reopening of Oxford — a completely refurbished facility that incorporates a raft of innovative ideas; not only in the building’s refit but also in its care approach.

Eldercare reopened its Oxford residential aged care facility at Hove this month after an extensive \$4.3 million refurbishment and the introduction of a unique and innovative care service approach.

Operational Services Executive Anne-Marie Gillard said Oxford will provide ‘a mind-body-spirit approach to care that incorporates physical, social, emotional, occupational and spiritual elements’.

“Our Wellbeing approach at Oxford will promote active healthy ageing, facilitate family and community connection and afford residents increased choice and control over how they spend their waking hours,” said Anne-Marie.

“We will achieve this by having dedicated Wellness and Wellbeing teams to create a care environment for residents that optimises purposeful contribution, movement, social connection and belonging.”

The size and scale of the new Oxford site was designed specifically to implement and enhance this innovative service approach where residents and their families will work with Eldercare’s

team of dedicated care professionals to co-design services and activities that reflect each individual’s unique wants and needs.

“The Oxford care concept centres around a collaborative team approach to achieve an enhanced resident experience and optimal health and wellbeing outcomes,” said Anne-Marie.

“Our goal is to provide each resident with a positive experience, enhanced quality of life and peace of mind so they can flourish physically, mentally and socially.”

Integral to supporting the Wellbeing approach is the use of state-of-the-art personal and aged care technologies so residents can connect with Eldercare and external communities.

Innovative inclusions at Oxford include mobile touchscreen computers for staff to monitor each resident’s health more easily and responsively from any location. Residents will have wearable call bell pendants providing access to constant nursing care as well as personal health and fitness activity trackers.

“We spent a lot of time planning the project, and also a lot of time on site during the early build works, to make sure we got all the details right”

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Internal telecommunications systems, security systems (including CCTV) and high-speed networks have also been incorporated.

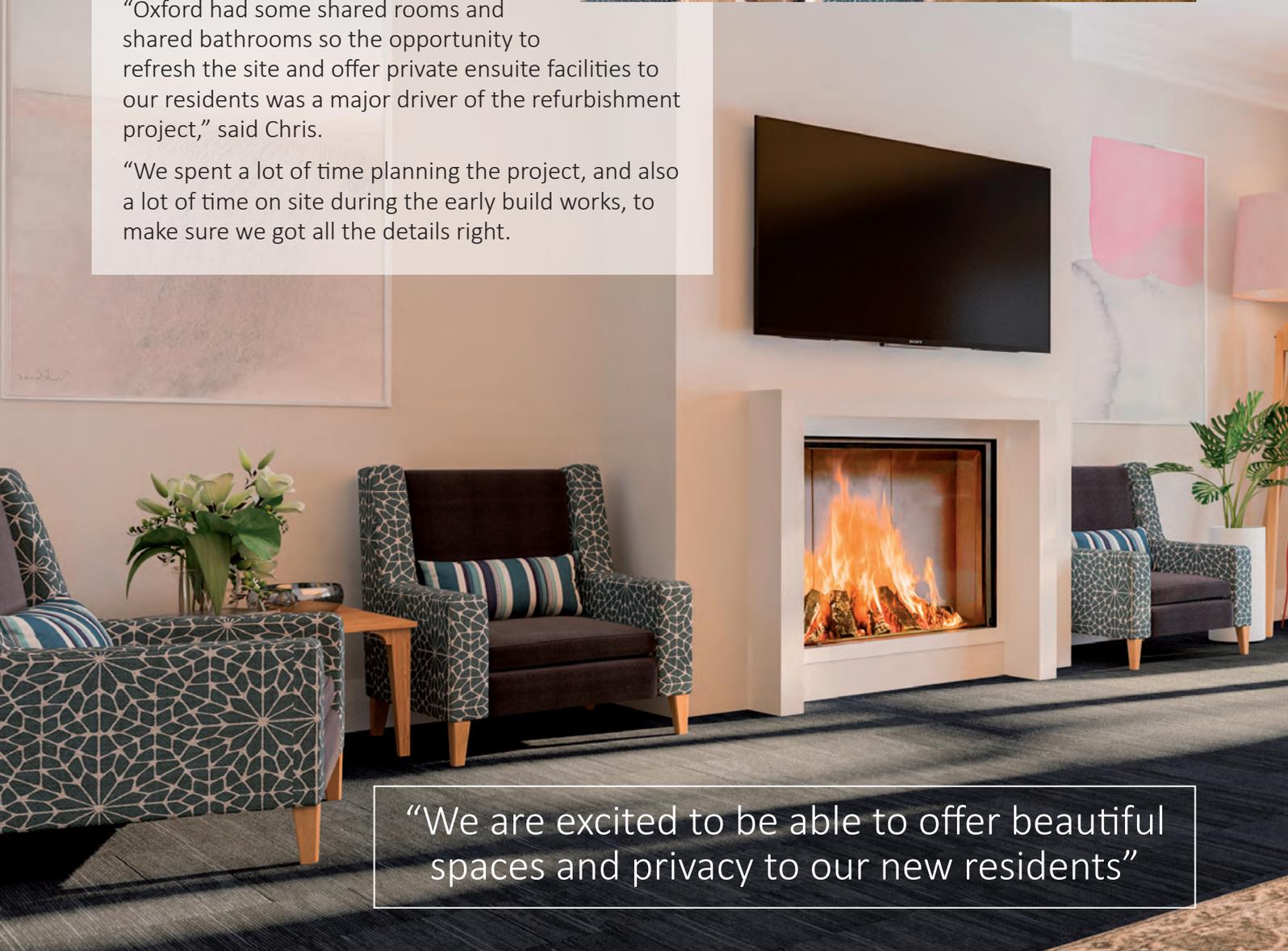
In another Eldercare residential aged care facility 'first' to enhance resident comfort, Oxford offers Additional Services packages which include a range of technology, hospitality and personal grooming services for a small additional daily fee.

Much has been done to turn the former 42-bed site into a stunningly spacious facility for 27 residents.

Major Projects and Property Executive Chris O'Grady said that although Oxford was much loved by residents, families and staff, consumer preferences were 'changing'.

"Oxford had some shared rooms and shared bathrooms so the opportunity to refresh the site and offer private ensuite facilities to our residents was a major driver of the refurbishment project," said Chris.

"We spent a lot of time planning the project, and also a lot of time on site during the early build works, to make sure we got all the details right.



"We are excited to be able to offer beautiful spaces and privacy to our new residents"

“It was hard work but the finished product is excellent and the site has been completely transformed.”

Chris said feedback from major stakeholders, including residents, provided an opportunity for the architects Swanbury Penglase and the builders Marshall & Brougham to incorporate some unique features into the project including small in-room kitchenettes, an on-site wellness gym and private dining facilities.

“Overall, these improvements will encourage residents to remain independent and will keep them safe with staff using the latest technology to provide peace of mind to residents and families without being intrusive,” said Chris.

“We think these different features complement each other and the overall living experience for residents will be very positive and healthy.

“All design elements have been carefully chosen to give the facility a warm and modern feel with the interior design and artwork themed to reflect the site’s coastal location.

“We are excited to be able to offer beautiful spaces and privacy to our new residents.”

Anne-Marie said Oxford represents an exciting residential aged care model and will be ‘closely monitored for learnings, successes and key outcomes related to our Wellbeing approach’.

“It is hoped our findings will be translated across Eldercare and embedded into how we operate to enable an optimal resident experience and enhanced quality of care,” said Anne-Marie.

“Eldercare, and the aged care industry in general, will see an increase in consumer expectations with people demanding more choice, flexibility, control and value.

“Aged care providers will need to be responsive, agile and customer-centric as residents and their families actively ‘shop around’ for services.

“Successful providers will need to make partnering with residents and families a priority to deliver the quality, tailored care that consumers are seeking – and that’s what we hope to achieve at Oxford.”



THE LODGE AND ALLAMBI OFFICIAL OPENINGS



In February this year, Eldercare celebrated the official openings of its redeveloped residential aged care facilities The Lodge in Wayville and Allambi in Glengowrie following multi-million dollar redevelopments.



'Equality' paints a special significance for Eldercare



Clinical Care Manager and Aboriginal artist Linda Turner has gifted Eldercare the rights to use her painting 'Equality' as part of its efforts to become a Rainbow Tick accredited organisation. We speak with Linda about her inspiration and influences in creating contemporary Aboriginal art.

Q
A

What was the inspiration for 'Equality'? I was inspired by the topic of marriage equality and how this would impact on the LGBTI community and the Aboriginal community. Many Aboriginal people from my community are affected

by the marriage equality issue so I painted 'Equality' to symbolise unity, the LGBTI community and the circle of love and life.

Can you describe the artistic process you went through to create 'Equality'?

I reflected about how people, no matter who they are, all have the right to choice, respect, dignity and love. With this in mind, I utilised the colours of the rainbow, linked each round campsite symbol together by free-flowing pathways in the shape of the heart symbol and retained connectivity to a central point on the painting to represent love and the ties that bind people together regardless of sexual orientation and identity.

How did your interest in art begin? My interest began when I was young and watched my Dad paint his landscapes. In 2001, my Dad came to stay with me through ill health and encouraged me to try my hand at painting. I was hopeless at landscapes so he suggested dotting and, to my amazement, I wasn't too bad. We spent many evenings together painting and my passion for art flourished.

How did your Dad help you learn your craft? Dad shared with me Dreamtime stories, his connectivity to the land through art and how to represent images, storylines and thoughts through Aboriginal symbols and cultural interpretation.

What made you offer this painting to Eldercare to use as part of its Rainbow Tick accreditation efforts? I had no hesitation in offering it for use when a colleague discussed the Rainbow Tick Accreditation Program with me. I believe that as an employee if you have the passion, and capacity to promote and support the endeavours of your organisation, then you have an obligation to donate your skills in whatever format that encompasses. My special skill is art so why not share it?



(L – R) RISK QUALITY AND COMPLIANCE
MANAGER CHRIS HUNT AND
DEMENTIA EXCELLENCE FACILITATOR
TANYA LIDDELL

ElderPRIDE Project underway for Rainbow Tick accreditation

Eldercare is committed to creating a safe and welcoming environment for LGBTI residents, families and staff through its ElderPRIDE Project writes Risk, Quality and Compliance Manager Chris Hunt.

The rights and challenges of lesbian, gay, bisexual, transgender and intersex (LGBTI) people in Australia has received recognition in the media recently. Even before this attention, Eldercare had been working towards strengthening its commitment to accepting diversity and providing for the cultural safety of LGBTI residents, their families and staff to build on our strengths as an organisation that values respect and connection.

The Aged Care Act defines LGBTI people as a group with special needs. The Aged Care Quality Agency is now including questions as to how each residential care home meets the needs of LGBTI residents. In 2012, the Commonwealth Department of Health & Ageing released the National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy which outlined several goals that Eldercare is currently working towards.

We have commenced the ElderPRIDE Project to ensure we provide an environment that is safe and welcoming for LGBTI residents, families and staff. The project will do this by seeking Rainbow Tick accreditation.

Rainbow Tick accreditation is a process aged care providers follow to meet the goals set by the Commonwealth. Achieving Rainbow Tick accreditation provides a benchmark for LGBTI inclusive practice. It will assure LGBTI residents, their families and staff that Eldercare will be responsive to their needs.

While the formal part of the ElderPRIDE project has just begun, we are already working hard to implement change. I recently presented at the 3rd National LGBTI Ageing and Aged Care Conference in Melbourne with Dementia Excellence Facilitator Tanya Liddell. This was a great opportunity to share our experience and find out what other aged care providers are doing in this area.

As we did last year, we had a stall at the Adelaide LGBTI FEAST Festival Picnic to engage directly with members of the LGBTI community. We have also commenced information sessions to staff, residents and families which will continue throughout 2018. We are looking forward to the great outcomes that will result from this project. I believe we will make Eldercare a better place to live and work for everyone.

White Ribbon workplace accreditation:



As an ElderCare Senior Manager and father, Ryan Midgley says his involvement with the White Ribbon movement has seen him develop a greater awareness and understanding of domestic violence.

ElderCare's whole-of-organisation commitment to achieving White Ribbon workplace accreditation and stopping violence against women has had a profound impact on Acacia Court Site Operations Manager Ryan Midgley.

Ryan, who has helped coordinate ElderCare's accreditation efforts over the past year, said the White Ribbon project has highlighted 'just how widespread domestic violence is and the impact it has on so many people in our society'.

"Taking on the role of Project Manager has enabled me to better understand, and identify, the severity of the issue of domestic violence and do something good for our staff and the community at large," said Ryan.

Ryan believed ElderCare's efforts to gain White Ribbon workplace accreditation was a 'natural extension' that built on its existing gender equality and diversity initiatives.

When it comes to preventing violence against women, Chief Executive Jane Pickering believes ElderCare has a 'responsibility to make a stand'.

Q

What factors influenced ElderCare's decision to seek White Ribbon workplace accreditation?

A

Women make up 82% of our workforce so I think it is vital that ElderCare takes a strong position to try and do something about preventing

violence against women. I see it as our responsibility to make a stand. Someone I know well has experienced domestic violence and it brought this issue to a head for me. I believe that ElderCare can make a positive difference to hundreds of women's lives by becoming a White Ribbon accredited workplace.

What role do you believe organisations can play in supporting staff who may be experiencing domestic violence?

We are supporting our employees by raising awareness of the issue across the organisation. We are also providing practical education that equips ElderCare managers and staff with strategies to support both victims and perpetrators. As a result of these efforts, we are successfully creating an environment where staff feel they are safe to disclose.

What are the key changes ElderCare has implemented to support domestic violence victims?

We are doing a lot of work around helping our employees understand what constitutes domestic violence and communicating our zero tolerance approach to the issue. We have developed a suite of policies and procedures to support staff members who are experiencing family violence. I believe our senior managers are well prepared to support any staff member who seeks our help.

Understanding the significance

“White Ribbon has enabled us to strengthen our values of respect, accountability and connection across Eldercare and to also demonstrate a culture of zero tolerance when it comes to violence against women.”

Ryan said the key to the project’s success will be ensuring the message that domestic violence is not acceptable, no matter what the circumstances, ‘gets through’.

“As a male leading the project, it is essential for me to talk about the issue with men across Eldercare, and in the community, so we stand up and act to prevent violence against women.”

“We put so much emphasis on other issues as a society but the time has come to make the issue of domestic violence a national priority.

“As the father of three boys, I also see the importance of role-modelling behaviour that shows respect towards women and ensures generations to come are not exposed to the issue.”

Ryan said the most rewarding aspect of the project was the realisation that it was ‘giving people hope’.

“If the work we’ve done can help one person leave a violent relationship then that is extremely rewarding.

“I have found that being involved in the project has given people strength and the ability to seek support.”

Eldercare will discover if it has been successful in becoming a White Ribbon accredited workplace in February 2018.



What differences have you noticed at Eldercare as the organisation seeks White Ribbon accreditation? The issue of domestic or family violence is now recognised as being a big problem in our society. Bringing the issue out into the open, and being clear that we have an obligation to support staff, has led to multiple disclosures where we have been able to provide very practical support to our employees. I think that our senior managers have a real sense of pride being able to do something this positive and help staff.

How do you see Eldercare maintaining its White Ribbon commitment if the organisation is successful in gaining accreditation early next year? We now have policies and procedures in place that will become ‘business as usual’. We will maintain a dedicated White Ribbon committee to ensure messaging about violence prevention continues and provide ongoing support to staff who disclose. We will also maintain our commitment to acknowledging days like White Ribbon Day, International Men’s Day and International Women’s Day to remind us all about the importance of keeping issues related to family violence prevention on the agenda.

How does your membership of the Chiefs for Gender Equity group complement Eldercare’s White Ribbon efforts? The Chiefs have now adopted violence against women as a key priority so there is a strong alignment between the goals of this group and the White Ribbon movement. I am delighted to be involved in both initiatives.

What message do you want to send women in light of Eldercare’s White Ribbon accreditation efforts and your participation in Chiefs for Gender Equity? Eldercare is proud to support gender equity and to do everything we can to prevent violence against women. Everyone has a responsibility to work towards ending all forms of discrimination against women and girls. Until we achieve this, we will have no peace. As Iranian women’s rights activist Mahnaz Afkhami says: ‘Women’s status in society has become the standard by which humanity’s progress toward civility and peace can be measured’.



THE ELDERCARE BOARD: (STANDING L – R) PROF. JUSTIN BEILBY, REV. DR. GRAHAM HUMPHRIS, JENNIFER ROBERTSON, JAMES LAWES, JAN TURBILL, ALAN NANKIVELL AND DR. DI WICKETT (SEATED L – R) NEIL FORREST, REV. DR. IAN PRICE AND RAMSEY ANDARY

THE ELDERCARE BOARD

The Eldercare Board consists of a range of highly skilled and respected South Australian business professionals. Their collective experience ensures Eldercare is governed effectively so the organisation achieves its objectives and obligations and remains accountable to residents, families and employees.

Rev. Dr. Ian Price

OUTGOING BOARD CHAIR

Date of Appointment 14 August 2001

Background Ian’s extensive background in ministry has seen him develop a long-term working relationship with the Uniting Church in Australia. He is also involved in the publication of ecumenical religious books, training materials and resources as Chief Executive Officer of MediaCom Education. Ian is also a member of the UCA Missiology and Discipleship Network and UCA Assembly Standing Committee.

Current Employment Chief Executive Officer, MediaCom Education

Final Day of Term 31 December 2017

James Lawes

INCOMING BOARD CHAIR

Date of Appointment 1 August 2009

Background James has been with accounting firm Ernst & Young for more than 16 years. During this time, James has gained experience in organising and managing global audit engagements, process analysis as well as financial and management reporting. He also provides advice to a number of high profile companies across a wide range of industries.

Current Employment Executive Director, Ernst & Young

First Day of Term 1 January 2018

Dr. Di Wickett

INCOMING DEPUTY BOARD CHAIR

Date of Appointment 12 August 2016

Background Di has a nursing and midwifery background and her current role is Director of her health care consulting company Wickett Consulting. Di also chairs Eldercare's Governance and Risk Sub-Committee and has contributed to several papers relating to nursing.

Current Employment Director, Wickett Consulting

Ramsey Andary

BOARD MEMBER

Date of Appointment 1 August 2009

Background Ramsey has been a practicing solicitor for more than 35 years focusing on commercial and corporate law. Ramsey has also previously been on Boards for the ETSA Park Stadium and Bone Growth Foundation.

Current Employment Principal, DMAW Lawyers

Jennifer Robertson

BOARD MEMBER

Date of Appointment 22 February 2011

Background Jennifer has been with Colliers International for more than 20 years working exclusively within the health, retirement and aged care sector for the majority of her career. Jennifer is recognised as a leader within her chosen field of specialisation.

Current Employment Consultant, Healthcare and Retirement Living

Alan Nankivell

BOARD MEMBER

Date of Appointment 3 June 2011

Background Alan is a skilled manager and has accumulated 27 years' experience in Chief Executive roles across organisations that have specialised in human services, agriculture and biosecurity. Alan has previously served on Boards for Metropolitan Domiciliary Care, Bowden/Brompton Community Centre and Welfare Rights SA.

Current Employment National TPP Program Coordinator, AusVeg

Neil Forrest

BOARD MEMBER

Date of Appointment 1 July 2012

Background Neil was the owner and manager of a successful Yorke Peninsula cropping and grazing enterprise for fifty years. He has also been a member of the Yorke Peninsula Health Board and the Southern Yorke Peninsula Arts Council.

Current Employment Retired

Prof. Justin Beilby

BOARD MEMBER

Date of Appointment 22 March 2016

Background Justin is a qualified practicing General Practitioner and is highly experienced in the health care and education sectors having been involved in the production of more than 200 publications. Justin also has long-term committee and Board experience at both state and national levels.

Current Employment Vice Chancellor, Torrens University Australia

Rev. Dr. Graham Humphris

BOARD MEMBER

Date of Appointment 22 March 2016

Background Graham has been involved in ministry with the Uniting Church in Australia for more than 35 years and has spoken at many conferences and seminars across Australia. His extensive experience with committees has included the SA Resources Board, St Andrews Hospital Board and Annesley College Council.

Current Employment Church Planting Project Officer, Uniting Church Presbytery and Synod of South Australia

Jan Turbill

BOARD MEMBER

Date of Appointment 22 March 2016

Background Jan has more than 30 years' experience in the advertising and marketing sectors and currently owns and manages marketing research company Intuito. Jan has contributed to several Boards and committees including the South Australian Tourism Commission, Guide Dogs (SA and NT) and Unibooks Pty Ltd.

Current Employment Managing Director, Intuito



Rev. Dr. Ian Price: Recognising the importance of providing care

Retiring Eldercare Chair Rev. Dr. Ian Price reflects on his time on the Board and the impact Eldercare has had on caring for the elderly.

After more than sixteen years on the Eldercare Board, it will be a strange feeling when I finish up my tenure as Chair at the end of this year.

To be a part of Eldercare has been life-transforming for me. I do not think we always fully realise the crucial importance of our work with elderly Australians who are amongst the most at risk members of our society.

To care for people who may be frail and facing huge health challenges is an enormous privilege and what Eldercare offers is amongst the highest levels of care imaginable. In recent years, the media has found it fashionable to take pot shots at aged care providers but, when you think of the security and personal care available in this country compared to many others, we have much to feel proud about.

You will not be surprised to know that as a minister of the Uniting Church, I consider all that Eldercare does as ministry. Whether it is nursing care, lifestyle support, chaplaincy or our magnificent volunteers and staff across Eldercare, I believe that our values and goals, working together in such a complex environment, are wonderful.

When I look back over these years, it is staggering to me to think that there has never been a period when Eldercare has not been improving our

homes or developing innovative care initiatives like our award-winning Dementia Excellence Program. We have achieved a great deal whilst remaining committed to ensuring those facing the end of their lives are respected, cherished and supported. Some might regard these things as ‘business as usual’ but I think we have been exceptionally courageous and responsible in wanting to be the best we can be for our state and its people.

I have been especially fortunate to work with outstanding people. Klaus Zimmerman and Jane Pickering are great leaders in aged care and their tireless work has been at the heart of all we do. They are not alone, however, and the brilliant teams they have built around them, in all departments, are second to none.

The Eldercare Board has always consisted of people entirely dedicated to the cause and, because many of them have had personal experiences with aged care as family members supporting loved ones, they are more than diligent in what they do. I am pleased to also call each Board member a valued friend.

A final word. In an age of religious uncertainty, I consider the love and grace of Jesus Christ to be our hope. The blessing of God, especially as people face the challenges of life, is what sustains us. I am grateful to God, and all of you, for the opportunity to serve Eldercare and I will miss you all more than you can imagine.

“The blessing of God, especially as people face the challenges of life, is what sustains us”

Eldercare joins SA alliance exporting aged care expertise



(L – R) G88 CONSULTANT GREG ADEY, SOUTHERN CROSS CARE CHIEF EXECUTIVE DAVID MORAN, AA&WS BOARD CHAIR BRENDAN BOWLER, CHIEF EXECUTIVE JANE PICKERING, LIFE CARE CHIEF EXECUTIVE ALLEN CANDY AND STRATEGIC DEVELOPMENT MANAGER JANET SPOUSE

Eldercare officially joined forces with two other South Australian aged care providers in 2017 to create a new company and sell its aged care ‘know how’ to Chinese operators.

Eldercare, Life Care and Southern Cross Care have created a new joint venture called Australian Ageing and Wellness Services (AA&WS) to share their industry expertise with aged care providers in China.

Strategic Development Manager Janet Spouse said last month’s official launch of AA&WS at Eldercare Allambi in Glengowrie celebrated this ‘exciting opportunity’ to develop business ties with organisations in Shandong province.

“In 2016, Eldercare was invited by the City of Charles Sturt to join a group of local aged care providers and explore the concept of exporting our service and product knowledge to China as part of council’s ‘friendly city’ arrangement with Yantai,” said Janet.

“From there, Eldercare formed an alliance with Life Care and Southern Cross Care and we undertook preliminary trade missions to investigate Chinese aged care market opportunities.

“In May this year, we negotiated our first 12-month contract with the Traditional Chinese Medicine Hospital in Penglai where we are providing clinical and care coaching services until

“China is experiencing rapid growth in aged care demand with 320,000,000 Chinese people estimated to be over the age of 60 by 2030”

September 2018 with Australian-trained bilingual nurses supporting the learning and development of their staff.”

Janet said the awarding of the contract with the hospital in Penglai prompted the three local providers to ‘formalise their efforts’ and register AA&WS as a business.

“AA&WS is governed by a six-person Board which includes the Chief Executive Officers of Eldercare,

Life Care and Southern Cross Care as well as representatives from each organisation’s Board.”

Janet said the role of AA&WS is to provide Chinese operators with the skills to quickly develop their capacity and services to deliver quality care.

“China is experiencing rapid growth in aged care demand with 320,000,000 Chinese people estimated to be over the age of 60 by 2030 and it is pleasing to see such interest in what AA&WS can offer providers,” said Janet.

“On our most recent trip in October, AA&WS representatives met with a range of government and private enterprises including the Shandong Silver Industry Association, based in the city of Jinan, which is the peak organisation for aged care providers in the Shandong province.

“The Association is very interested in collaborating further with AA&WS to support the development of the aged care sector across the province.”

Maggie's 'noble' dedication to lifelong fitness

At age 90, Maggie Noble knows the benefits of living a fit and active lifestyle and still runs classes to help fellow residents maintain their health in retirement.

Maggie Noble has always been an active person.

However, it was not until she retired that Maggie discovered an entirely different and rewarding career as a fitness leader.

A qualified fitness instructor, Maggie runs exercise classes at Eldercare College Green with an emphasis on balance, joint mobility and flexibility.

Being fit and healthy has been a focus in Maggie's life ever since she was a young girl.

"Growing up on the farm in the 1930s, you rode a horse but often you'd have to walk miles if you wanted to catch up with friends because it was too hot to take the pony anywhere," said Maggie.

After retiring to a quiet life in Tranmere, and volunteering at Saint Peter's Council, Maggie noticed an advert for fitness classes.

"I used to go shopping at Burnside and saw an advert for fitness classes and I thought 'Yes, I'll try that'.

"After about 18 months my instructor said 'You seem to be finding it very easy – why don't you take a course at TAFE and become a fitness leader?' so I did!"

After 18 months at TAFE keeping up with physiotherapists and young 30-year-olds,



"I think you do have to enjoy movement and I have enjoyed understanding how it helps your entire body"

Maggie became a community fitness leader, and a bit of a celebrity, at 65.

"I worked for SA Keep Fit until that was disbanded and I was the cover girl there because I was 65 and visiting all the retirement villages trying to get them to start up exercise classes.

"There was a time when I was taking classes at 32 different locations across Adelaide.

"When I was 70, I was leading ten classes a week and I thought 'I think I better break it down a bit'."

Maggie has reduced the number of classes she takes but continues to run group exercises for retirees at College Green where she now lives.

"My programs are mainly for balance, joint mobility and flexibility.

"Balance is essential for older people and it's surprising how some think they're balanced but they're not really – joint mobility is important too."

Maggie's advice for people who are thinking about becoming more active?

"I think you do have to enjoy movement and I have enjoyed understanding how it helps your entire body."

New fitness focus to benefit residents in care

A new fitness initiative launched in 2017 will help residents living at Eldercare’s residential aged care facilities maintain their independence and wellbeing.

On-site gymnasiums are being installed at all Eldercare residential aged care facilities to help residents achieve optimal health.

Corporate Occupational Therapist Helder Borges said optimising physical fitness ‘promotes a higher quality of life’ and that the gyms were on the ‘want list’ for many residents.

“There is a great deal of excitement amongst residents about these gyms and we’re encouraging them to attend between one and three times a week,” said Helder.

“We hope that having a central hub focused on physical fitness will create a culture that spreads throughout each Eldercare facility and inspires other residents to participate.”

Helder said the idea for the on-site gym concept came from Operational Services Executive Anne-Marie Gillard who wanted to introduce a health and wellbeing program for residents which focused on strength, endurance and balance.

“There’s no doubt regular exercise can help people manage, or prevent, a wide variety of health issues including cardiac and respiratory issues as well as musculoskeletal problems like osteoarthritis,” said Helder.

“There is evidence that exercise can reduce the risk of developing dementia and slow the progression of the disease – exercise can also decrease an individual’s falls risk.”

Unlike ‘ordinary’ gyms, the equipment used in Eldercare’s fitness facilities is targeted towards older adults with a high degree of physical frailty and Helder said he is hearing some wonderful success stories.

“The new gym at Allambi is helping one resident, living with Quadriplegia, maintain their physical function using wall pulleys, the exercise bike and ankle weights.

“Another resident at Evanston Park has improved her strength to the point that she is now able to raise her arms to use the lift buttons — a significant gain in her independence,” said Helder.

To further complement Eldercare’s fitness initiative, Lifestyle staff have also been trained in chair-based physical movement activities for the organisation’s Move It Or Lose It (MIOLI) Program.

“The goal is to increase the amount of incidental and structured exercise that occurs throughout the day so our residents, including those who may not be medically able to attend the gym, have as many opportunities as possible to be physically active and improve their overall wellbeing.”

“We hope that having a central hub focused on physical fitness... inspires other residents to participate”



(L – R) EVANSTON PARK RESIDENT RON McDONALD, CORPORATE OCCUPATIONAL THERAPIST HELDER BORGES, RESIDENT RHONDA SNOW AND PHYSIOTHERAPIST REG CHARLES

ELDERCARE'S REFURBISHMENT PROGRAM

Eldercare invested more than \$6m in site refurbishments at eight of its residential care facilities across the Greater Adelaide and Yorke Peninsula regions in the 2016 – 2017 financial year. The renovations are part of Eldercare's commitment to providing homelike care environments for residents.

EVANSTON PARK



ACACIA COURT



SASH FERGUSON



MyMusic Program a sound success

Eldercare concluded a successful trial investigating the effects of music on resident wellbeing this year and is introducing the program across all of its residential care facilities.

Eldercare began its MyMusic Program with a three month trial at Seaford in February after the organisation made a commitment to include music in its suite of initiatives to enhance resident wellbeing.

Eldercare Dementia Excellence Facilitator Tanya Liddell said the trial was inspired by 'a rapidly growing awareness of the health benefits associated with listening to music'.

"We attended a workshop led by another aged care provider to learn about their music program experience and, from there, developed our own initiative which offers an inclusive and holistic approach that aims to improve resident wellbeing," said Tanya.

MyMusic involves Eldercare staff working with family members and residents to create personalised music playlists which residents can either listen to using high-tech portable devices or watch on television.

Tanya said she was excited by feedback from sites where the program had already been introduced which showed MyMusic was impacting positively on residents' quality of life by evoking 'memories of special times'.

"Residents seem much happier and calmer now – I'm hearing stories of them smiling, singing and walking around with headphones on listening to music," said Tanya.

"A resident has been reminiscing with staff about her favourite songs which has generated positive memories for her and she is settling more easily at night."

"At another site, staff were so excited at seeing a resident's face light up when the music was given to her for the first time that they took a photo to share with her family."

The MyMusic trial concluded at the end of May and the program will be introduced at all Eldercare residential aged care facilities by the end of 2017.

ALLAMBI RESIDENT HILDA POMEROY



Solar panels doing a 'power' of good

Eldercare has begun installing solar panels at its residential aged care facilities in a bid to offset rising electricity costs.

Eldercare commenced a three year program in 2017 to have large, commercial grade solar panel power systems installed at many of its residential aged care facilities by 2020.

Major Projects Team Manager David Boughey said residential care facilities consumed a significant amount of electricity every year at 'considerable expense to the organisation'.

"It is widely anticipated that electricity prices could rise considerably in the future," said David.

"But, in contrast, the cost to install solar panel systems is falling which provides Eldercare with an excellent opportunity to move the organisation to a more sustainable and efficient energy footprint."

David said the first residential aged care facility to have a solar panel power system installed was Oxford in Hove which has undergone a significant refurbishment in 2017.

"The new 70 KW system at Oxford will be able to provide 40% of the site's electricity needs on any given day and will generate significant energy cost savings over time," said David.

"For some of Eldercare's residential aged care facilities, solar energy harnessed through the systems could provide up to 75% of electricity requirements and significantly reduce greenhouse gas emissions.

"The return on investment on a typical rooftop solar panel system is approximately six years with the life of an installation approximately 20 – 25 years so, when you do the sums, Eldercare stands to save hundreds of thousands of dollars each year after the initial payback period."

David said Eldercare was working with South Australian company Commercial Energy Systems on the project and planned to have solar panels installed at Seaford and Evanston Park in 2018 with the majority of other residential facilities to follow within the next two to three years.

David said whilst it was 'unlikely' energy harnessed from a solar panel system could power a residential facility completely, any excess power generated could be automatically fed back into the South Australian Power Network grid.

"We are also exploring the viability of battery storage for additional energy generated by the solar systems so that any excess electricity could be stored on-site but, at this stage, this is not a viable option."

"The new 70 KW system at Oxford will be able to provide 40% of the site's electricity needs on any given day and will generate significant energy cost savings over time"

The Dandelion Project: Providing residents with additional care

Dandelion

Expect the
Unexpected
in Care



Eldercare has embarked on an innovative project aimed at preventing unnecessary resident hospitalisations and after hours GP call outs.

Eldercare is trialling a new program called The Dandelion Project at three of its residential aged care facilities across Greater Adelaide in a bid to avoid unnecessary hospital transfers for residents.

Project Officer Michelle Arbery said the 12-month project, which is being funded by the Adelaide Primary Health Network, was being trialled at Allambi, Trowbridge House and Seaford and took its name from the Dandelion flower's associations with hope, commitment and 'expecting the unexpected'.

"There is no doubt that hospital care is needed in certain circumstances but The Dandelion Project aims to provide as much care as possible in the residential aged care environment so that hospital transfers only occur when it is required and appropriate."

Michelle said Eldercare's philosophy of delivering peace of mind is at the heart of The Dandelion Project.

"It embraces a resident-centred approach to planning and involves a multi-disciplinary team, known as the Primary Care Team, working closely with residents to provide care that meets their social, physical and psychological needs.

"The planning element is crucial because it reduces the likelihood of an acute clinical event that requires hospitalisation and means

the Primary Care Team can provide the additional clinical services should an acute event occur."

Each resident's Primary Care Team includes their local doctor as well as a range of Eldercare staff including a Clinical Leader, Nurse Practitioner, Allied Health professionals and other specialists as required.

Some examples of the treatments being provided at Eldercare as part of the trial to prevent hospital admissions include blood transfusions, catheter replacements, wound care and pain management.

Michelle said there were already signs that the number of 'unnecessary hospitalisations was decreasing' and that clinical staff were 'embracing the care concept' even though the project was still in its early stages.

"Hospital visits can sometimes be distressing for residents and there are many positives associated with being treated at Eldercare as opposed to being transferred to a hospital," said Michelle.

"Providing additional services in a residential aged care setting means the resident can be cared for in familiar surroundings by staff they know and staff who know them well too.

"For a person suffering dementia, having that familiarity with people, and a place, can be particularly important in relieving stress when they are acutely unwell."

The Dandelion Project trial is due to conclude in June 2018.



TROWBRIDGE HOUSE REGISTERED NURSE HONG LI
WITH RESIDENT JOHN HANNAN

Day therapy helps Lorraine on path towards better health



DAY THERAPY CENTRE CLIENT LORRAINE SPURLING WITH CENTRE COORDINATOR JENNY TAYLOR

Eldercare's Day Therapy Centre at Acacia Court in Hendon is helping members of the local community like Lorraine Spurling age successfully.

There was a time when Lorraine Spurling was in constant pain.

Her fortnightly physiotherapy sessions were too far apart to give any relief and she was developing a sense of helplessness.

Fortunately, a call to My Aged Care put her on a path to improved wellbeing.

"I could hardly get off a chair and it wasn't just my knees – it was my hip, my feet, my shoulders, my whole body posture, I just was a mess," said Lorraine.

"So I called My Aged Care – they gave me a list of names that included Acacia Court and I thought 'I know where that is because the bus goes past' so I rang up and got straight in."

From the very first consultation at the Day Therapy Centre, Lorraine knew she had made the right choice and has been visiting three days a week since April.

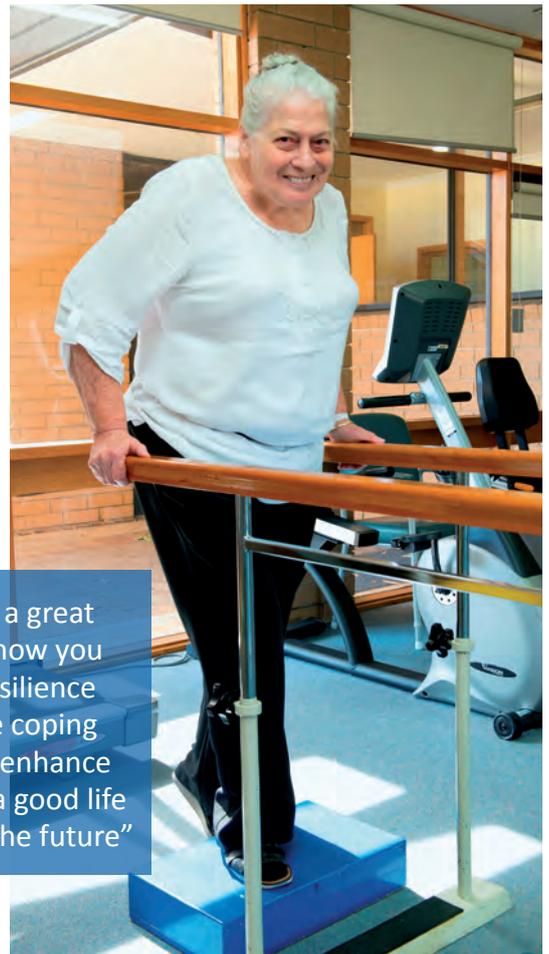
Lorraine said she now has a better understanding of her body.

"I wouldn't say I'm 100% but mentally and emotionally, I'm much better – my knee has its times and there are still problems but I find the exercises fantastic."

Day Therapy Centre Coordinator Jenny Taylor said the centre's aim is to promote wellbeing and independence.

"We do this by actively encouraging people to live healthy lifestyles and by providing services which are relevant and of a high standard," said Jenny.

"Lorraine is a great example of how you can build resilience and positive coping strategies to enhance optimism for a good life now and into the future"



"Lorraine is a great example of how you can build resilience and positive coping strategies to enhance optimism for a good life now and into the future."

Lorraine does a variety of exercises that include in-depth hand massage, podiatry and physiotherapy and said a nice side benefit is the friendships she has made.

"The social side of the centre is like a club; I like the interactivity and seeing other people getting so much benefit from it – it's encouraging."

The Day Therapy Centre has done wonders for Lorraine physically, mentally and socially and Jenny believed others in similar situations could also benefit.

"Although we're not here to necessarily provide social support, I would say the most common comment I receive is how much our clients appreciate the friendships they've made by coming to the centre."



THE ELDERCARE EXECUTIVE TEAM: (L – R) CORPORATE SERVICES EXECUTIVE SCOTT MORGAN, CHIEF EXECUTIVE JANE PICKERING, OPERATIONAL SERVICES EXECUTIVE ANNE-MARIE GILLARD AND MAJOR PROJECTS AND PROPERTY EXECUTIVE CHRIS O'GRADY

Leading Together — Eldercare's Leadership Development Program

General Manager of People and Culture Sylvia Powell (top left) writes how Eldercare launched its Leadership Development Framework in 2017 with the aim of building a greater connection between managers and staff.

The success of any organisation comes from a strong culture of engagement – and it starts at the top. Leaders who are committed to developing and inspiring their people enable widespread engagement and are the catalyst for organisational success.

With support from the Eldercare Executive team, the Leading Together Leadership Development Program was launched in 2017 marking the start of a cultural transformation.

Eldercare is embarking on a 10-year aspirational growth plan that is underpinned by its purpose and values. Leading Together aims to support Eldercare in achieving its strategic objectives and solidify itself as a leader in the aged care sector.

The Executive team began its Leadership Development Program in April 2017. The team's program is being facilitated by the Director and Principal Consultant of Momentum Organisational Solutions Elaine Golding and includes a comprehensive training program including a three-month Executive Leadership Challenge on staff engagement. The Senior Leaders Program was launched in July and was

jointly facilitated by Veronica Lee from VLee HRM Consulting and Debra Sarre from Sarre ODL.

Leadership begins with one's self. Therefore, to master the art of leadership, the program started with self-awareness, and understandings, of the impact leaders have on their teams and performance.

Leaders play a key role in establishing and leading the culture and success of an organisation and the delivery of its core services. They also have a significant influence on staff performance and retention by creating a shared vision, a sense of purpose and motivating their staff to achieve high performance.

The program supports Eldercare's leaders to thrive in today's modern world and to be adaptable and open to change because, as we all know, change is the only constant.

Underpinned by sound theoretical leadership principles, in particular The Practice of Adaptive Leadership, the program has been developed to build leadership capability at Eldercare that will support the creation of high performing teams, create a positive team culture and allow teams to soar.

Leadership is key to improving engagement and Eldercare is committed to investing in its leaders to support a culture of connectedness and a 'One Eldercare' team.

Thirty-five years of caring

More than three decades of caring for the elderly is an extraordinary effort in itself and to do it within a single organisation deserves high praise.

There wouldn't be too many people who would have seen enormous change within Eldercare, and the aged care industry as a whole, but Anne Travis is undoubtedly one of them.

Recently acknowledged at the 2017 Eldercare Staff Service Awards, Anne has devoted the past 35 years to caring for Eldercare residents – mainly at Allambi in Glengowrie where she is currently employed as a Senior Clinical Consultant.

This picture (top right) was taken of Anne the day before her 18th birthday. It was Anne's first day of Registered Nurse training in 1967 at a large, general hospital in Manchester, England.

After emigrating to Australia in 1974, Anne decided that she still wanted to be a nurse so she completed her Enrolled Nurse Certificate at the (then named) 'Home for Incurables' at Fullarton.

"I came top of the state – I still feel very proud of that!"

Anne attributes her dedication and loyalty to Eldercare to the organisation's ongoing desire to be the best, its forward thinking approach and supportiveness, its generosity in ensuring sites always have enough (and the best) equipment, its above benchmark staffing levels and its purpose and values.

Anne has performed a variety of roles at Eldercare including Registered Nurse, Clinical Nurse, Clinical Nurse Manager and Site Operations Manager and said working in aged care is so much more than just tending to residents' health needs.

"In aged care, we have the opportunity to get to know the residents and their families, to watch the transition from apprehension to adjustment and contentment," said Anne.

"I believe that nursing, and especially aged care nursing, is a career that a person must want to do."

Anne said aged care nursing is not an easy job but it is very rewarding and she loves being able to 'help families adjust to their new home and lifestyle'.

"I enjoy listening to the residents' stories and histories – especially older residents who talk about living 'out bush' and waiting for the paddle steamer to bring their monthly supplies.

"I love watching the relationships between the couples who have been married for 50 or more years and then being there to help one of them through the grieving process.

"Aged care allows us to identify with the definition of a nurse – to look after, care for, minister to, cherish, encourage and support."



"Aged care allows us to identify with the definition of a nurse – to look after, care for, minister to, cherish, encourage and support"



Knitting together a yarn or two

The ‘click-clack’ of needles furiously knitting together endless balls of wool is only half the story of Sash Ferguson’s Knit and Natter group writes Chaplain Jo-Anne Lane.

As part of my work as the Chaplain at Sash Ferguson, I noticed that many of the women enjoyed knitting. They took enormous pride in showing me their finished products: bright, colourful jumpers, lovely textured cardigans as well as intricate lace tablecloths and bedspreads. I also noticed how they enjoyed telling me about the process of their knitting even more.

As I heard these stories, I wondered how good it would be if these knitters could practice their craft and share their stories; not just with me but with each other and that’s how our Knit and Natter group began.

We meet each fortnight and sit around a large table where everyone is welcome. If you knit; that is good. If you natter; that is good too. If you knit and natter; that is very good! Our group includes residents, daughters, sisters and three of our dedicated volunteers; Brenda, Marilyn and Lyn. We are also joined by the wives of former Sash residents who have passed away and it’s wonderful to see these relationships continue to flourish.

We were inundated right from the start with donations of wool and knitting needles. The group agreed to knit blankets for the Hahndorf Interim Animal Shelter. We knit little squares for the blankets and one of our members, whose husband recently passed away at Sash Ferguson, takes them home, arranges them on her spare bed and then lovingly sews them all together to make blankets. We recently presented 35 blankets to the shelter.

Right from the start, it was obvious that the group was very special. Knitting is a ‘muscle memory’ activity. Some women, who typically struggle with issues of cognition, speech and memory, found that the language of



“When our hands are busy, we somehow feel safe enough to trust and share our deeper thoughts”

knitting was something they had never forgotten and could still achieve.

As the residents’ hands were busy knitting, they

spoke about their lives; what was happening when they were knitting particular garments, how they navigated these good or bad events and how they thought knitting helped them weather the ups and downs.

When our hands are busy, we somehow feel safe enough to trust and share our deeper thoughts. We talk about things we care about, things that frighten us, things that make us angry, things that make us laugh and, especially, things we love the most.





(L – R) PAULINE SACHSE, JEAN MOLONY, MAGGIE CAREY, DAPHNE COX AND JOAN CRETTENDEN

Chaplain Jo-Anne Lane worked with Sash Ferguson’s Lifestyle and Continuous Improvement Teams in 2017 to create a booklet which tells the stories of Knit and Natter members. Here are two edited excerpts.

BRENDA CLEGGETT has volunteered at Sash Ferguson for over 10 years. Brenda cared for her husband at home for many years before he came to live at Sash Ferguson and, following his passing, took up volunteering.

Each week, Brenda runs both our Bingo and Quoits sessions, helps out on Fridays with birthday celebrations, Happy Hours, milkshakes and all our high teas. She has been with us at show days, memorial services, ANZAC Day and Remembrance Day.

Over the years, Brenda has accompanied us on bus trips and has helped out at the last minute when we have been short of people or needed an extra pair of hands. She always attends volunteers’ meetings and training days. When we needed another helper for our Knit and Natter group, Brenda put up her hand. She helps set up the space and helps residents if they have trouble with their knitting.

But perhaps one of the best things she does for us is knit one square every night almost religiously before she goes to sleep. Then, each fortnight, she brings in fourteen perfect squares that we then add to our collection and sew into rugs for the Hahndorf Interim Animal Shelter.

DOROTHY TUCKER has been a lifelong knitter and has practiced other crafts too. However, Dorothy now has very poor sight and doesn’t knit anymore but comes along to our group and chats away with us. She tells us many stories about her life and the role knitting has played.

Dorothy loved nursing and it was a profession she returned to throughout her life. During the early days of her nursing career, the call went out across Australia for women and girls to knit socks for Australian soldiers in Europe during WW2. Patterns were sent out, knitting needles and wool were found and women across Australia started knitting. However, at the time, Dorothy was working the night shift and needed to sleep during the day: there was no time to knit! Ever resourceful, Dorothy came up with a creative solution. She brought the patterns, needles and yarn into the hospital and asked if the recovering patients wanted some distraction from their illnesses and boredom. Dorothy dropped the supplies off in the morning before she went home, the patients knitted all day and Dorothy picked up the finished socks that night. A fabulous outcome for Dorothy, the patients and the soldiers alike!

Surprise recognition for doing what she loves

Eldercare’s volunteers are extraordinary people and as Denise Farnden at Cottage Grove discovered, sometimes people appreciate what you do more than you think.

Denise Farnden had no idea she was nominated as a finalist in the volunteer category of the 2017 Aged and Community Services (SA & NT) Awards for Excellence until she arrived one morning at Cottage Grove.

“I walked in and they just said one of the residents had nominated me for a volunteer award and then they showed me the letter they had written – I was very chuffed actually,” said Denise.

Denise has always been a tireless worker having worked in a chicken shop and factory before taking up volunteering duties.

Now retired, she has been at Cottage Grove since 2010 after a spur of the moment decision to visit one Friday afternoon.

“When I first went to volunteer, a chap who was in charge of volunteers introduced me around,” said Denise.

“He said ‘You can stay if you like’, got me a meal and then he wouldn’t let me go home so I must have done something right!”

The residents are happy to have Denise around to help run activities like newspaper reading and a weekly knitting group.

“We all knit and have a coffee, which is lovely, and have a chat,” said Denise.

Denise is passionate about raising funds for residents and has organised many trading table fundraisers both at Cottage Grove and at her own home.

One of the main aspects Denise loves about volunteering is how appreciated the residents make her feel and the friendships she forms with them.

“They just show their appreciation like you wouldn’t believe – they acknowledge you all the time, and if you’re not there, they tell you off!”

At the moment, Denise has no plans to ‘retire’ from volunteering and believes that as long as you’re fit and healthy, and you like what you do, there’s no reason to stop.

“At the moment, I’m quite happy and it gets me out of the house and away from sitting on my backside.

“Most of all, I enjoy it and I say to myself each day ‘Today will be a good day for everybody because I know I’ll make it a good day’.”



(L – R) COTTAGE GROVE VOLUNTEER DENISE FARNDEN WITH RESIDENT ANNETTE ROGERS WHO NOMINATED DENISE FOR THE VOLUNTEER AWARD



CHURCHILL FELLOWSHIP PRESENTATION AT GOVERNMENT HOUSE (L – R) CHIEF EXECUTIVE JANE PICKERING, MARKETING MANAGER BRIONY PETCH, DEMENTIA EXCELLENCE PROGRAM MANAGER AND CHURCHILL FELLOWSHIP RECIPIENT SARAH JAMIESON, OPERATIONAL SERVICES GENERAL MANAGER SUE KRAKE, OPERATIONAL SERVICES EXECUTIVE ANNE-MARIE GILLARD, ENROLLED NURSE GARY CAMPBELL AND DEMENTIA EXCELLENCE FACILITATOR TANYA LIDDELL

Fellowship awarded to explore younger onset dementia

Dementia Excellence Program Manager Sarah Jamieson explains how her Churchill Fellowship will enable her to investigate best practice care for people living with younger onset dementia.

Q **What made you want to focus on improving care for people living with younger onset dementia?** Traditional aged care facilities can often find it difficult to offer people living with younger onset dementia age-appropriate opportunities for leisure, vocational activities, sport and fitness endeavours. This can make it difficult for the person to be themselves, interact with their peers and follow their preferred lifestyle.

A **There are many different forms of dementia. What defines younger onset dementia?** Dementia Australia says that younger onset dementia is a term used to describe any form of dementia diagnosed in people under the age of 65. People living with younger onset dementia have unique needs and issues. According to Dementia Australia, there are currently 25,938 people living with younger onset dementia in Australia. That is 7.2% of all people living with dementia.

You will be travelling to the United Kingdom and Europe in 2018 to investigate younger onset dementia care. What are care providers there doing well? The UK has a national response and commitment to best practice, a social focus and integrated social and community care. They have a national community nurse service, Admiral Nurses, which provides support and care for people living with dementia and their families. In Europe, there are innovative models of care and a social focus.

How do you hope the knowledge you gain from your Fellowship will help Eldercare deliver high quality care? I'm hoping the knowledge I gain and share with Eldercare will build capacity, increase skills and confidence, reduce stigma and empower staff to provide truly person-centred care that provides peace of mind and enables people living with younger onset dementia, and in need of residential care, to thrive and enjoy quality of life.

How are you embracing your Churchill Fellowship opportunity? I am embracing my Churchill Fellowship opportunity with gratitude, enthusiasm, wonder and joy. Having the opportunity to explore best practice, innovation and new cultures will be fascinating, life-changing, exciting and transformational. Preparing for the Fellowship is helping me to grow and learn new skills and I am grateful to my colleagues at Eldercare for their support and encouragement.

Walking Together With Di: A Daughter's Journey



While being diagnosed with younger onset dementia is devastating for the individual, equally devastating is its effect on family members. When her mother was diagnosed a few years ago, Chloe Lowes decided, with her family's blessing, to fight 'the gut-wrenching, guilt-ridden and emotionally horrendous nature of dementia' by making positive steps to raise awareness and help others.

Chloe Lowes is a remarkable young woman. As a wife, a stepmother to two teenage boys and a site planner at the Edithburgh Wind Farm, 32-year-old Chloe is also 'the glue' that has been holding her family together since her mother Di was diagnosed with Alzheimer's.

Prior to Di's diagnosis, Chloe said her Mum was always the 'fit, healthy and social one' – actively involved in sports and all aspects of her children's lives.

"We were definitely the 'typical' family – Mum did everything for us," said Chloe.

"When we played netball, it got her involved again and she played right through into her mid-40s!"

It was in 2010 that friends and family first started to notice that Di wasn't her usual bubbly self.

In fact, there were lots of little signs that they just naturally laughed off and dismissed out of hand.

"Mum had only just turned 50, I was 25 and Alzheimer's wasn't even on our radar," recalled Chloe.

Little issues soon turned into obvious problems. It took a more than a year, and a significant argument between Chloe and her Mum, to get Di to see a doctor.

"I was at her house one day and she was trying to give me enough money for a stamp – Mum had three attempts at it and could not figure out what coins were necessary," said Chloe.

"I 'cracked it' at her and said 'And you think there is nothing wrong with you', stormed out the house, drove to the doctor's surgery and made an appointment.

"Initially, the Facebook group was all about raising awareness of what living with dementia is really like"

“I went back to Mum in tears and said to her ‘You’re my Mum, I love you and I want you back — we’re going to the doctor’ and that was that.”

It took more than a year to confirm Di’s diagnosis: she had a form of Alzheimer’s called younger onset dementia and had just turned 53.

“It was pure devastation and shock — you quite simply don’t really know what’s to come and what you’re in for,” said Chloe.

“When we found out, our whole family all cried and hugged for the longest time.”

As Di’s dementia progressed, it became evident that she required specialist care.

Through Dementia Australia (formerly Alzheimer’s Australia), Di and her family were assigned a younger onset dementia key worker who helped them navigate the health system and access appropriate services.

“When it came to full-time care, we chose Eldercare Elanora because it really felt like home,” said Chloe.

“It is a lovely, wide open facility that has a beautiful feel about it when you’re there and we knew it would be ideal for Mum.”

Chloe said Eldercare’s Dementia Excellence Program team has been working with her family, as well as staff at Elanora, to try and meet Di’s needs in a variety of ways.

“We’ve been exploring several different techniques which range from changing the layout of Mum’s room and equipment to make recognition easier for her to working on communication styles that focus on the importance of body language and approach.

“We’ve also been looking at Mum’s nutrition, pain management and identifying effective relaxation techniques to ensure her wellbeing.

“The focus is very much on developing a tailored, care approach that is unique to Mum’s needs and, from a family viewpoint, there is maybe no greater

feeling in this whole journey than knowing that she is so cared for.”

To highlight the journey she and her family are on, and to keep Di’s existence front of mind, Chloe started a Facebook group called Walking Together With Di.



“Simply make the same effort you showed before they were diagnosed with dementia and don’t be afraid to seek support”

“Initially, the Facebook group was all about raising awareness of what living with dementia is really like,” said Chloe.

“I also did it to keep Mum’s existence well and truly alive so that what we are going through, what Mum is going through, is not in vain.

“If just one person sees my page and it helps them with something, anything, then this whole journey will not have been for nothing,” said Chloe.

Chloe also finds time to help fundraise for Dementia Australia.

“I participated in the Memory Walk and Jog in March with my husband and two stepchildren.

“I raised a wonderful \$3,612 and was named the highest fundraiser in South Australia — a huge testament to the wonderful Yorke Peninsula community we are so fortunate to live in,” said Chloe.

Chloe’s advice for people who have a family member or friend living with dementia is not to be ‘scared’ and to ‘take each day and each hour as it comes’.

“I have gone to visit Mum and she has been so filled with hate and disgust when she’s looked at me, she wanted absolutely nothing to do with me — but I do it, I go, because I love her.

“Simply make the same effort you showed before they were diagnosed with dementia and don’t be afraid to seek support.

“Dementia Australia really was fantastic for us — we took too long to contact them...so if your journey is brand new, reach out now.”

Give Back Program

Eldercare introduced its internal volunteering Give Back Program initiative across the organisation in 2017. As part of the program, Head Office staff volunteer their time to help site-based staff run social events for residents. The aim of the initiative is to provide opportunities for Head Office employees to engage with staff and residents and gain an appreciation of life within Eldercare's residential facilities.



ALLAMBI



SASH FERGUSON





SOUTH PARK



ACACIA COURT



CONTACT US

eldercare.net.au

HEAD OFFICE

247 FULLARTON ROAD
EASTWOOD SA 5063
TELEPHONE: 8291 1000
FACSIMILE: 8291 1098
EMAIL: admin.headoffice@eldercare.net.au

RESIDENTIAL CARE LOCATIONS

EVANSTON PARK
EVANSTON PARK

GLENGOWRIE
ALLAMBI

GOODWOOD
KIRKHOLME*

HENDON
ACACIA COURT

HOVE
OXFORD

MAITLAND
THE VILLAGE

*ELDERCARE RESIDENTS
HAVE VACATED THIS
FACILITY TO ALLOW FOR
SITE REDEVELOPMENT

MINLATON
SOUTH PARK

MT BARKER
SASH FERGUSON

PAYNEHAM
TROWBRIDGE HOUSE

SEAFORD
SEAFORD

STANSBURY
ELANORA

WAYVILLE
THE LODGE

WOODCROFT
COTTAGE GROVE

ADMISSIONS ENQUIRIES:

1300 925 414 OR
admissions.enquiry@eldercare.net.au

RETIREMENT LIVING LOCATIONS

FELIXSTOW
MULBERRY GROVE

HOVE
• OLD OXFORD
COURT
• OXFORD UNITS

KENT TOWN
COLLEGE GREEN

MAITLAND
THE VILLAGE UNITS

MT BARKER
• COLLETT BARKER
• ELMWOOD GROVE
• EXHIBITION COURT
• JUBILEE COTTAGES
• SASH FERGUSON
UNITS

NORWOOD
KINGSBOROUGH

STANSBURY
CORRELL COTTAGES

WOODCROFT
COTTAGE GROVE
COURT

RETIREMENT LIVING ENQUIRIES:

(08) 8274 3633 OR
retirement.living@eldercare.net.au

DAY THERAPY CENTRE

HENDON
ACACIA COURT

DAY THERAPY CENTRE ENQUIRIES:

(08) 8243 1844 OR
daytherapy.acc@eldercare.net.au

HOME CARE

YORKE PENINSULA
COPPER COAST

HOME CARE ENQUIRIES:

(08) 8832 2822 OR
yphomecare@eldercare.net.au

