

newslink

MARCH 2011

 lifecare
LIVE EVERY DAY

**All smiles
for our new
uniforms**



**Uplands Drive
taking shape at
Murray Bridge**



Looking for a new name for our newsletter

Life Care is considering a new name for its quarterly newsletter to better reflect our mission to encourage people to Live Every Day.

The newsletter is a vital communications tool for residents, clients, family members, staff and volunteers. It is your newsletter. Therefore, we welcome your suggestions for a new name for the publication to be introduced later this year.

The winner will receive a \$200.00 gift voucher.

Please send your thoughts to Life Care reception by 29 April.

The e-mail address is enquire@lifecare.org.au

News Link is the official publication of the Churches of Christ Life Care Inc

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Our Mission:

Our purpose is to partner with people to embrace life and live every day.

Our Vision:

Life Care is an innovative provider of quality services to the ageing. We are recognised as a preferred option of choice for active ageing and an employer of choice for staff.

This is achieved by an outstanding team working in a flexible and integrated approach with volunteers and partners.

DISCLAIMER:

Views expressed by contributors to News Link, and advertisements appearing in the publication, are not necessarily endorsed by Life Care.

On The Cover

Life Care has introduced new uniforms for all staff members. Chief Executive Officer, Allen Candy, says the new corporate style is further evidence of the positive image projected by Life Care and the professional manner in which we go about our business. See Page 7.

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Strategic plan supports quest to

CHIEF EXECUTIVE OFFICER'S REPORT

Life Care believes it is important to raise awareness of ageing issues and to address challenges with bold solutions

After a series of facilitated workshops involving Board Directors and management, a strategic plan has been developed to advance Life Care over the next five years.

The plan, presented to the Board at its February meeting, will meet the key objectives of:

- ensuring the long-term sustainability of the organisation;
- honouring and respecting the core values of our founders; and
- partnering with people to embrace life and live every day.

We will be undertaking a detailed review of all of our assets over coming months with a view to redeveloping our older aged care facilities in a similar way to the refurbishment process being implemented at Glenrose Court.

Future editions of our newsletter will outline more details of the strategic plan and initiatives to be undertaken.

Community Aged Care Packages

Life Care has been successful in gaining Australian Government funding support for 10 new Community Aged Care Packages to deliver vital services in Adelaide's eastern suburbs.

We also gained a two extended packages and two dementia related packages to provide additional services and support for people with more challenging needs.

The extended and dementia care packages supported by the latest funding round allow us to provide a continuum of care without the need for people to rely on other external services.

I congratulate Tim Horsnell, General Manager Community Care, and his team for their work on developing the successful funding applications that will deliver positive outcomes for people in our care in their own homes.



Allen Candy

Report on Caring for Older Australians

Life Care has welcomed the Productivity Commission's draft report entitled Caring for Older Australians.

The Federal Government tasked the Commission to undertake a public inquiry to develop detailed options for redesigning Australia's aged care system, and the draft report is important first step in that reform process.

The Government invited responses to the draft report with a final report due in June.

The Minister for Mental Health and Ageing, Mark Butler, said the Government would be guided through the process by three broad principles.

Firstly, every older Australian has earned the right to be able to access quality care and support that is appropriate to their needs, when they need it.

Secondly, older Australians deserve greater choice and control over their care arrangements than the system currently provides.



Life Care is supporting the Sparkling Diamonds ... see Pages 8 and 9

help people live every day



The new courtyard at Glenrose Court is part of a major redevelopment at Life Care's oldest residential care site

Thirdly, funding arrangements for aged care need to be sustainable and fair, both for older Australians and for the broader community.

Life Care believes it is important to raise awareness of ageing issues and to address challenges with bold solutions. Indeed, it is good to see the level of discussion the report has generated across the political landscape and in the community.

Sparkling Diamonds

In this edition, we feature the story of the Sparkling Diamonds, a netball club that provides opportunities for interaction and enjoyment among refugee children, young people at risk and youths who face disadvantages in their lives.

This organisation made a moving presentation at our 2010 Annual General Meeting explaining how

it helps young people to make new friends, gain confidence and participate in activities that are safe and fun.

There are clear synergies between the objectives of Sparkling Diamonds and our commitment to helping people to live every day. Life Care is true to its community values and it recognises that the words live every day should apply to people to all ages.

Therefore, I am pleased to announce that Life Care has entered into a sponsorship arrangement with Sparkling Diamonds to help it advance its programs.

This will involve some exciting plans to encourage young people to develop closer ties with some of our residents and clients to gain a better understanding of how they confronted and overcame challenges

in their lives. We look forward to some great outcomes from this interaction.

Delivering excellent service

Since joining Life Care in mid-2010, I have enjoyed meeting staff, volunteers, residents, clients and family members at many of our locations.

A positive attitude prevails across our workplaces and I am very confident that we will continue to deliver great service outcomes for people in our care while providing comfort for their families.

We have a very exciting future and I look forward to working with you all to advance our strategic planning process in 2011 and beyond.

Allen Candy

Chief Executive Officer

An exciting retirement lifestyle is

UPLANDS DRIVE
RETIREMENT VILLAGE

Uplands
Drive

Your bridge to retirement. uplandsdrive.com.au



Sharon Quinn and Katherine Clark greet visitors at the Retirement Expo

The river at Murray Bridge is brimming with movement and life with tourists and locals alike enjoying the waterway refreshed with record summer rains in its northern catchment.

Along the banks at picturesque Sturt Reserve there is also a lot of activity with builders and landscapers creating a stylish new retirement village for Life Care.

As part of the exciting Narooma Waters residential project, Life Care's

Uplands Drive village will comprise 24 architecturally designed homes with the choice of two or three bedrooms.

The quality homes, located only minutes from the thriving commercial and civic centre of Murray Bridge, but in a tranquil reserve setting next to the river, will be completed in coming months.

They have already attracted a lot of attention from retirees in Murray Bridge and from more distant locations. This interest was again



Landscaping will be a feature of the retirement village



The tranquil waterway adjacent to the Sturt Reserve

taking shape at Murray Bridge

evident recently when Life Care hosted a Retirement Expo at the Murray Bridge Golf Club.

The event was an excellent opportunity for Life Care to meet people in a relaxed setting and provide details on Uplands Drive.

Other exhibitors at the expo included Seniors Information Services, Aged Rights Advocacy Services, Centrelink Murray Bridge, Advanced Lifestyle International and the Commonwealth Respite and Carelink Centre.

A steady flow of visitors attended the event with Life Care's Katherine Clark and Sharon Quinn distributing information on Uplands Drive and answering questions about the development.

Among the interested attendees were local couple Ken and Joan Ward. They love the lifestyle in Murray Bridge with its excellent banking, retail and health care facilities and the beauty of the river.

Ken and Joan have friends at Life Care's Hayfield Plains retirement village at Balaklava and recently enjoyed a few days staying with them.

"Our friends, Kathy and John, are very happy at Hayfield Plains and we were impressed with the quality of the homes and surroundings there," Joan said.

"We are considering moving into a retirement village setting, so naturally we are interested in Uplands Drive."

Ken said the expo at the Murray Bridge Golf Club was very informative particularly having a range of service providers at the one location.

Another visitor was Connie Thomas from Bordertown, who eagerly looked through the information pack on Uplands Drive.

"I came from the Adelaide Hills originally and, having lost my husband two years ago, I would like



Ken and Joan Ward take a stroll along the riverbank near Uplands Drive

to come back to the area if possible," she said.

"It is the first time I have attended an event like this Retirement Expo and the information has been very helpful."

Prices of homes at Uplands Drive will range from \$265,000.

After the purchase, a monthly maintenance fee will cover the care of lawns and gardens, building and

contents insurance, Council and water rates, and the Emergency Services Levy.

Each of the retirement homes will feature a solar hot water service, 1.5kw solar panels and 3,000 litre rainwater tanks.

For more information, call Uplands Drive sales consultant Meredith Dale on 0400 250004 or email meredith.dale@lifecare.org.au.

New care services for eastern suburbs

COMMUNITY CARE



Tim Horsnell

New Community Care packages are being delivered by Life Care in the eastern suburbs of Adelaide.

In the latest Australian Government Aged Care Approvals Round, Life Care received funding for 10 new Community Aged Care Packages (CACP), two Extended Aged Care at Home (EACH) packages and two EACH dementia related packages.

The latest packages supplement existing community and extended care services through the provision of a wide range of personal support in people's homes, while assisting them with transport to their doctor, church, local shops or visiting their favourite clubs.

Tim Horsnell, General Manager Community Care, said the new packages would be in service by April.

"Most older Australians seek to stay at home for as long as possible before the need for higher care becomes a reality," he said. "When it comes to delivering aged care and support for people in their own homes, it is important to recognise the value of maintaining family and community relationships.

"Connecting with others is a powerful thing.

"It helps people to hold on to the things they enjoy including familiar conversation, laughter and the ability to share hopes and expectations with others who are regularly part of their lives.

"The more people engage with others, the less they think about their own problems.

"It can help reverse the thinking that getting older is only a downward spiral to inactivity, isolation and poor health.

"Across Life Care's Community Services, we recognise people have special needs.

"While addressing those needs, it is important to help people achieve a positive outlook and a sense of well-being and confidence in themselves. It is what we mean by Live Every Day

"It is very fulfilling to talk with people about their care packages and to experience the positive results of on-going interaction with family members, neighbours, friends and others.

"Most importantly, this engagement allows older people to continue being active and influential members of their community. They have so much to share, even if only in conversation."



Staff training with the new system

Implementing new clinical

Life Care is about to implement a new software system that will deliver new efficiencies across the organisation.

A pilot program of the electronic PeoplePoint documentation system that will replace paper-based clinical care reporting is being activated at Roselin Court.

After extensive analysis at the pilot site, the system will be progressively rolled out for full implementation at

all locations by October. The system documents vital information including care planning, progress notes, assessments, resident incidents, records and charts.

When fully operational it will automate many of the manual tasks currently performed, including production of hand-over sheets for staff between shifts and it also features an alert system for monitoring changes in health

Uniform approach to our caring



Stylish Corporate Services team members (from left) Paul Phillips, Lara Hough and Kelly Schutz with CEO Allen Candy

As part of its extensive re-branding process in 2009, Life Care identified the need to develop consistency in corporate style to project the progressive nature of an organising encouraging people to Live Every Day.

This organisational approach included uniformity in the way Life Care employees present themselves in the workplace and the community.

After extensive consultation with staff members, Life Care has now introduced stylish new uniforms suited to the practical requirements of individuals working in various capacities.

Business Development Executive, Lyn Polley, said staff members had responded to a survey overwhelmingly indicating support for Life Care uniforms.

The uniform approach applies to all employees with shirts tailored for people working in different work streams including nurses, carers, administration employees and hotel services staff.

Life Care Chief Executive Officer, Allen Candy, and other members of senior management will also wear uniform shirts

"This new corporate style is further evidence of the positive image projected by Life Care and its employees, and of the professional manner in which we go about our business," Allen said.

"Importantly, it enhances our reputation as an employer of choice among people committed to quality aged care."

documentation software

patterns. While Life Care already delivers high standards of care, the software system will reduce documentation time enabling more hands-on care.

Roselin Court Residential Care Manager, Deborah Muldoon, said: "Implementing a new system is very exciting and key staff have been involved in training. Team members have done a lot of background work to ensure the

transition is as smooth as possible without affecting the high standard of care we provide for residents."

Neville George, the PeoplePoint Program Manager, said: "Feedback regarding the training program has been very positive. By offering training to small groups that perform similar roles within the organisation we aim to provide staff with the knowledge and confidence they require for when we go live with the system."

Supporting the young and

SPARKLING DIAMONDS

“ We want to express the joy of living for everybody regardless of age, race, social circumstances or ability ”



Young players enjoying their end of season break-up and presentation

Sparkling Diamonds is an organisation that changes lives. From humble beginnings as a netball club seeking participation by disadvantaged young people, it has grown into a motivational project embracing refugee children and youths at risk.

Its founder, Mike Ogden, has used sport to encourage interaction between children and parents to strengthen a sense of belonging, teamwork and responsibility to others.

From the program, young leaders have emerged as ambassadors and mentors helping others to develop confidence, make friends and have a happier outlook on life.

With support from sporting clubs, community and church groups, and organisations such as Variety - The Children's Charity, Sparkling Diamonds organises netball games, camps, life skills programs and homework clubs.

At Life Care's 2010 Annual General Meeting, Sparkling Diamonds made a moving presentation about its purpose and commitment to providing opportunities for young people in a safe and fun environment.

Life Care's Chief Executive Officer, Allen Candy, said the organisation

had decided to support Sparkling Diamonds as a further demonstration of its mission to partner with people to embrace life and live every day.

“Life Care tries to make each person's life as fulfilling, happy and comfortable as his or her situation allows,” he said.

“For the less mobile, it may simply mean making sure they are not alone and isolated. For the more mobile, fit and active, young or young at heart, it can involve more adventurous activities and greater social interaction.

“We recognise that our catchcry to live every day applies to all ages and that's why we support the objectives of Sparkling Diamonds. We want to express the joy of living for everybody regardless of age, race, social circumstances or ability.”

Funding support from Life Care will assist Sparkling Diamonds in a number of ways including:

- helping to meet the costs of running a 12-seater coach used to transport children;
- attract more volunteers;
- purchase trophies; and
- print promotional brochures and other material.

young at heart



Leena Bou with her 2010 best and fairest player award

Life Care's involvement will also lead to some special initiatives including interaction between young Sparkling Diamonds and older people in our care.

"We also encourage people to become volunteers for Sparkling Diamonds through activities such as driving the coach, assisting at netball games, coaching and helping at camps and homework clubs," Allen said.

Mike Ogden said the support of Life Care helped Sparkling Diamonds to survive and support the lives and aspirations of young people.

"We see some wonderful outcomes and we are very grateful to Life Care for its support," he added.

For more information on Sparkling Diamonds call Mike Ogden on 0434 864 779 or e-mail bossiney2003@gmail.com



Mark Johnson

Thanks and best wishes to Mark

Mark Johnson has retired as a Board Director of Life Care after some years of committed service.

Mark joined the Board of Directors of Life Care in 2004 bringing to it extensive experience and expertise in engineering.

For more than two decades, Mark's main business focus has been the building, buying, renovating and selling of properties.

These skills and his professional background were particularly valuable in the planning and major development stages of Aldinga Beach Court.

Mark has a long history of involvement with Churches of Christ. He has been Chairman of the Maylands Church of Christ, and has served on the committee of the Churches of Christ Building Extension Mutual Fund.

The Board, management and staff of Life Care wish Mark and his family the best of health and happiness into the future.

Jim and Joy's anniversary sparkle at

PEOPLE & PLACES ...
HAYFIELD PLAINS



Jim and Joy Lewis enjoy a walk around the landscaped streets of Hayfield Plains

Residents and visitors at Life Care's Hayfield Plains retirement village at Balaklava all comment on its wonderful community spirit.

While there is friendly interaction and shared activities among residents, they also extend a warm welcome to people across the town and district to enjoy the community centre at Hayfield Plains.

gathered in the centre for a lavish morning tea to farewell Life Care's Retirement Living Coordinator, Katherine Clark, before she departed on extended maternity leave. It was also an occasion to welcome Sharon Quinn, who has taken over Katherine's important role.

But the morning tea was special for another reason because Hayfield Plains residents, Jim and Joy Lewis, were celebrating their 50th wedding anniversary on the day.

About 30 residents gathered to congratulate the couple on their milestone and to wish them well on a golden anniversary cruise to New Zealand.

Two years ago Jim and Joy moved to Hayfield Plains from their family home at Salisbury where they had lived for 46 years.

The transition to Hayfield Plains, country life and a thriving Balaklava



Residents David and Joanne Blackmore and Geraldine Chadwick



Ruth Smith

township has been a wonderful experience for the couple.

"We love it here, and now wouldn't live anywhere else," Joy said.

"The homes at Hayfield Plains are lovely, the streets are wide and the landscaping beautiful."

Jim agreed that a very special community spirit prevailed at Hayfield Plains. "People get along so well," he explained. "We greatly appreciate that so many other residents have come along to wish us well on our anniversary."

Ruth Smith, who has lived at Hayfield Plains for the past four years, spoke on behalf of all residents in welcoming Sharon and farewelling Katherine.

"We wish you all the best," Ruth said to Katherine. "You have been a pleasure and treasure for us all and we would love you to bring your baby along for us all to say hello at some time in the future."



Allen Candy and Reynella Lodge staff members welcome our new uniforms

Our hearts go out to others

Residents at Reynella Lodge proved that age does not diminish the special qualities of Valentine's Day.

Tom Edge sang love songs at our afternoon tea concert while other residents dipped strawberries in chocolate. Craft group members made hearts that adorned the building and were worn proudly by residents.

Australia Day also brought celebrations with morning tea of lamingtons with meat pie and Pavlova for lunch. Residents dressed up for the day and wrote

PEOPLE & PLACES ... REYNELLA LODGE

special poems about their love of country.

Our concern program has been busy with performances scheduled by Judi Morris, Linda Patterson, Frank Ferraro and Dean Bird while bus trips have taken in the attractions of Brighton, Willunga and Colonnades Shopping Centre.

Pure puppy love with Lily

Pet therapy is a very individual experience for residents. Most people find there is something about a small dog that makes them smile.

Lily is an Australian silky terrier and a new addition to the activity program at Roselin Court. Lifestyle and Volunteer Coordinator, Mary Tuck, recently purchased the pup and quickly recruited her as a four-legged volunteer.

Lily and lifestyle staff member, Jenny Dinning, visit residents and when it is quiet the playful pup snuggles up in her own blanket donated by the knitting group.

Lily has brought out wonderful stories from residents about the animals they enjoyed as pets.

PEOPLE & PLACES ... ROSELIN COURT



Jenny Dinning, Lily and resident Miriam

Jo's life of fascinating faces and places

PEOPLE & PLACES ... PARKROSE VILLAGE

Memories enrich the lives of most people and for Parkrose Village resident Jo Stewart they stretch across the world embracing so many people and places from little English villages to sparkling stages of the rich and famous.

The memories and the joy they bring from sharing them help Jo to enjoy life in her 78th year.

For most of her life, Jo lived in England. After leaving school, she settled into a career of secretarial work and also specialised in book keeping and auditing.

Later when Jo and her husband, Tom, moved to Hereford on the border of England and Wales,



Jo Stewart

and with four boys to raise, Jo supplemented the household income by working in a factory.

But her passion and great talent was in music and singing. With her sister, Pat, she performed on the stage at many amateur and charity functions.

With this background, Jo secured work in the club scene looking after bands and solo artists travelling England to perform. The passing parade of performers with whom she worked included great stars of the 1960s and 1970s whose fans extended across the world.

They included The Who, The Hollies, The Animals, Dave Dee, Dozy, Beaky, Mick and Tich and Dickie Valentine.

Jo's eyes light up when she recalls conversations and laughter with these great stars, and sometimes they mist over when she talks about the poor hearing that today prevents her from hearing the famous songs they used to sing.

Two days before their fourth son was born, Tom was diagnosed with cancer. Raised in the slums of Glasgow, Tom had incredible fighting spirit and spurred on with the love of Jo and the boys - Andrew, Mark, Simon and Peter - he survived for 10 happy years.

Towards the end when Tom became very ill, the family moved to Cheshire to be close to Jo's mother, sister and brother. Tom died in 1978. A millionaire entrepreneur for whom Jo was working as a personal assistant wanted her to move to South America to assist him in setting up a new venture. But she felt her future was elsewhere.

Forever stoic in the face of adversity after the death of her beloved Tom, and true to her adventurous spirit, Jo asked the boys one day if they'd like to live in Australia.

Wonderful memories help Jo to embrace the spirit of Live Every Day

The answer was a resounding yes, and in 1980 they came to a new life Down Under.

"I immediately loved the fresh fish and wine," Jo laughed. But it was much, much more than that. The family settled happily in Australia and the boys thrived on education and opportunity.

Today the sons of Jo and Tom Stewart are high achievers. Andrew is Professor of Law at the University of Adelaide, Mark is successful in business, Simon is a Professor of Medicine in Melbourne and Peter lectures in nursing at Flinders University.

Jo now also has the joy of eight grandchildren and her talents with music and singing run rich through the generations. "Yes, we are a very musical family," she said. "Andrew and Peter formed a band and I loved to go to their gigs."

Now declining mobility finds Jo at Parkrose Village, but her sharp intellect and sense of humour make up for what her body can't do.

"My only real sadness is the deafness," she said. "But beyond that I have had a very full life. I have enjoyed some amazing experiences and incredible people. Tom was the bravest and best man I have ever known."

Since migrating to Australia, Jo has returned to England once and travelled to Canada three times to see her sister, Pat. The photographs on the walls show a family of many faces and places.

But, thankfully, it is Jo's memories above all that are picture perfect.

Gardening is literally a huge success

A stroll around the spacious surrounds of Aldinga Beach Court provides ample evidence of the growing interest in gardening among residents, staff and volunteers.

Pumpkins of enormous proportions, rhubarb rich in colour and taste, tomatoes plump and delicious, and spinach to satisfy a Popeye appetite are the pride of the garden.

And with the expert input of Property Services greenfingers, Tim and Damien, an ornamental vineyard has been created at Aldinga Beach Court to celebrate the world-renown of the McLaren Vale wine district.

The garden is the pride and joy of all at Aldinga Beach Court, including visiting family members and friends.

Resident, Audrey Crawford, said she had always loved gardening because "it is healthy and gives you strength." She added: "At my family home at Aldinga Beach I used to grow everything from flowers to fruit.

"The garden here at Aldinga Beach Court is just wonderful. They are the biggest pumpkins I've ever seen. It would take me six months to eat one."



Audrey Crawford and Carole McHugh display one of the giant pumpkins

Volunteer and Lifestyle Coordinator, Carole McHugh, said a gardening club was being established to encourage more residents to participate.

"Most of the produce is purchased by our volunteers and we use the money to buy more seeds to plant in the garden," she said.



ABOVE: Alice Daly enjoying the ornamental vineyard RIGHT: Tim and Damien

PEOPLE & PLACES... ALDINGA BEACH COURT



Volunteers and aged care happiness

PEOPLE & PLACES ... GLENROSE COURT



Margaret Maitland and Jamie Galer



Mina Rezk

The beautifully landscaped new courtyard and sunlit garden at Glenrose Court have created a bright and welcoming outdoor environment.

Sharing a coffee in the courtyard with volunteer Jamie Galer, resident Margaret Maitland said simply: "Aged care doesn't get any better than this! I am very happy here at Glenrose Court."

Such are the sentiments of residents, visitors, staff and volunteers who are enjoying the outdoor area and courtyard café created by a major redevelopment at Glenrose Court.

Glenrose Court has issued a call for more volunteers and again Margaret Maitland said in just a few chosen words how residents feel about their commitment. "They are marvellous," she said. "So much appreciated."

Jamie started volunteering at Glenrose Court a year ago and assists with lifestyle activities, in the café and by running a classical music group.

"My mum works in high care here and I thought that by volunteering it would be a good way to give something to the community," he said.

"Spending time with the residents is like having special time with lots of grandparents and I learn a lot from them."

Mina Rezk came to Australia from Egypt with members of his family 18

months ago to join another brother who had settled happily here before them.

"I worked in sales in Cairo and I am looking for a similar career in Adelaide," Mina said. "Volunteering at Glenrose Court will help me to establish references to gain employment."

"I am studying English at the Adelaide College of TAFE, and sharing conversations at Glenrose Court is also very helpful."

"I am enjoying working in the courtyard cafe here and spending time talking with residents, staff and volunteers."

Di Kemp has only recently started as a volunteer, but her association goes back many years with regular visits to her grandmother, Connie Bond, a resident in the 1970s, and more recently to her late parents, Pat and Bill Walter.

"Dad would have been 100 in March," Di said. "Over the years I have enjoyed coming here and meeting so many people. I feel a sense of belonging and it is nice to be able to give some time as a volunteer."

"I encourage the sons and daughters, and even the grandchildren of residents, to consider donating a few hours of their time each week to help in any way they can. Glenrose Court is such a lovely place."

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