The monthly publication from Vacenti for residents and staff to share with their family and friends.

JUNE-JULY 2017 EDITION
## WHAT'S HAPPENING THIS MONTH

### RESIDENT & RELATIVE MEETINGS

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### CHURCH SERVICES

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### EVENTS

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<td>21st July</td>
<td>20th July 10.30am Indoor bowls with Frank</td>
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<td>27th July 3:00pm Happy Hour</td>
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<td>28th July 3:00pm Happy Hour – David McConell</td>
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TO ALL OUR RESIDENTS, RELATIVES AND STAFF

Welcome to the new “Vacenti Vibes” newsletter. Our brand name change has meant that the previous “Inside Q” name could not be linked with our new name.

With information from all our sites by Managers, Lifestyle Coordinators and updates from Corporate Office, we hope you find our newsletter an interesting read.

Some New Faces and Positions at Corporate

Welcome Desleigh Fabian - Admissions Coordinator.

Desleigh brings a wealth of experience to Vacenti and joins Leanne Barron in our Admissions Team. Desleigh has worked in both Home Care and Residential Aged Care with Just Better Health, RDNS and previous to that, Regis, and has considerable experience in Admissions, Club Services and Administration.

Welcome Julian Casagrande - Chief Financial Officer

Julian is a familiar face to Vacenti having worked with the Finance team in 2013. In recent years, Julian has been working as an Auditor with BDO, one of Australia’s leading accountancy and advisory organisations.

Julian is a Chartered Accountant and holds a Bachelor in Commerce. His extensive knowledge of Vacenti, coupled with his taxation and accounting expertise, makes him a valuable asset to lead our Finance team.

Welcome Grant Barrow - Manager - Human Resources

Grant has joined us as Manager - HR. He has extensive experience in the age care sector having worked for Masonic Care Queensland and, more recently, Regis. Grant has experience with both the operational and strategic aspects of human resource management and will make a significant contribution to Vacenti.

Have a look at our new website www.vacenti.com.au
FROM THE OFFICE

GREETINGS FROM HEAD OFFICE

May / June saw one of the biggest milestones in the company’s history and felt about the same level of planning and work as launching Apollo 11 to the moon; probably an exaggeration but both successful missions none the less. We are talking about the launch of our new trading name “Vacenti”.

For a family owned company it was not an easy, nor quick decision to “moth ball” the name “Queensland Rehabilitation Services” which has been our brand identifier for 40+ years. With the QRS name having such a wonderful reputation for providing residents with excellence in care delivery, quality of life and customer service, there was a real risk that the hard earned name and reputation would disappear and we would have to start again.

In 1973, the Casagrande family opened its first residential care home at Carindale Court. Separately the family formed Queensland Rehabilitation Services to provide services for those with acquired brain and/or spinal injuries, providing true rehabilitation services but then took over the running of Carindale Court. Since that time, our care and service offering has evolved to be a specialist aged care and senior living provider. As our care offering changed, the name “Queensland Rehabilitation Services” gradually shortened over time to “QRS”.

Two years ago the senior management team recognised that the “Queensland Rehabilitation Services” and “QRS” name did not accurately reflect the business going forward. This was supported by a recent survey, where the term “QRS” was thought to be part of Queensland Rail!

In August 2016, QRS began the process of exploring opportunities to find a new business name, one that reflected what the company aspired to.

We discovered that what we aspired to was “excellence in delivering quality of life through person-centred care”. With external assistance, we have developed a new trading name and logo.

Vacenti is a combination of the Italian words ‘Valentina’, ‘Vito’ and ‘Valida’ meaning ‘Strength’ ‘Life’ and ‘Authentic’. We believe this name reflects the business we are in, what we strive to deliver our residents through our PERSON values, and the company founder’s Casagrande family heritage.

In keeping with this new company name, we also decided to change the names of three of our Carindale residences:

- Carindale Brook is now known as “Lorocco”;
- Carindale Court and Carindale Lodge are known as Esida and Esida Lodge respectively.
- Casa Dámore, Marebello, Portofino and Con Noi have not have a name change.

What does this mean for you, our residents and families? What changes will you see?

**Uniforms**

To mark the change we decided to also move to new uniforms for our staff, a new brighter look. we also strongly believed we should present as one, united company, so all WBF staff will now be uniformed under the Vacenti banner as well. The new uniforms should be on our staff by the end of July.

All care staff, physios and lifestyle staff will be in Mint Green.
All housekeeping staff will now be in Sand
Our Admin staff, managers and corporate office are now in Cobalt Blue.

All very vibrant and exciting colours.

**Website**

Have you had a look at the new website launched at the beginning of June.


The site has a far better presentation of our homes and services. It also now has a careers section, volunteers section, and some company history. You will still be able to download the latest activities calendars and this newsletter so you will continue to know what is going on.

A great new feature for families on the website is the ability to send your loved one a message with attachments. So if you go on an outing you can send a couple of photos and a brief message and this would be a great way for connection with your loved one.

**Marketing Materials**

Vacenti is proud of its residents and staff and decided we would use our own people for any marketing materials going forward. Our sincere thanks go to residents Helen, Godfrey, Graham, Annie, John, Vivienne, Catherine and staff members Mary, Julie, Leigh, Devon, Tim, Harry, Selina, Shebby, Myrna, and Travis for volunteering to be the face of the company and enduring a day long photo shoot. But the results are just fabulous as we are sure you will agree.

**Official Launch**

Our official launch was held on Thursday 8th June with approximately 140 external guests invited. We were once again fortunate to have Ross Vasta MP present and thank him for his time.

This is an exciting time for the company, as it marks the start of a new era for the company, our residents, their families and our staff.

If you have any questions or concerns about the change and what it means for you, please do not hesitate to talk to us.
Hello to you all,

Firstly I want to thank everyone who spoke to the assessor’s during the recent three day accreditation process at Esida Lodge. The welcoming, homely environment and person-centred care was evident to the team. It is a great validation of our collective accomplishments to achieve another 3 years of accreditation.

The environmental changes around the facility have ‘spruced’ it up. The most surprising outcome has been the amount of residents who now go for a daily walk since the pedestrian crossing and walkway have been installed along the driveway. This is a timely reminder to all visitors and relatives to please slow down to 5 km per hour when entering Esida via a car. It is a shared environment and pedestrians have right of way.

Winter is upon us – along with all the sniffles that this brings – please remember to call if you are not well enough to visit as the residents are vulnerable to infection. Take care of yourselves and rug up.

The “Meal with a Manager” initiative has been a success. I am looking forward to personally inviting more residents in the future to enjoy a discussion and a meal. The Winter menu was reviewed yesterday and has been put forward for feedback prior to implementation. It looks to be a great menu with lots of choice and lovely desserts.

The deciding Origin game will be a nail bitter – the residents are looking forward to the showdown! I have just returned from two weeks in NSW so I am sure there will be some friendly competition around. Thank you to Annie, our Clinical Manager for holding the reins during my break with Ian Byron’s and Jane Goshe’s assistance.

Until next month,

Laura Duffy
Facility Manager

Hello everyone,

Brrrr...Winter is here with crisp, chilly mornings! I spy many people seeking a sunny warm spot to sit out of the cold, including the cats.

June 12th featured an Italian theme day for us at Esida and Esida Lodge. An Italian menu, games, music, quizzes, balloon decorations and flags adorned the main areas, and fun was definitely the order of the day. Staff dressed up for the day bringing additional pizazz and meaning to this theme day.

A couple of new entertainers also attended our facility during June; Robbie Dunn held the audience in the palm of his hand as he sang and played his guitar in Esida Lodge at their Happy Hour this month. A Pipe band also blew the cobwebs away with their performance on the 15th. Patti entertained Esida Residents at their Happy Hour.

All regular programmed activities welcomed some new faces as well as some familiar ones. Les played on the Piano, Nathaniel on his flute, Dennis tinkled the ivories on his keyboard and blew his trumpet (all of whom are a bit of the Esida family these days).

Our Men’s Group finished their recycled park bench garden feature and will be starting a “Terracotta Flower Pot Man” project shortly, to sit beside the plants on the bench.

A group ventured out to the Mt Gravatt Plaza shops for an excursion and a luscious morning tea. Our recent craft activities featured winter beanie tree, canvas painting project, a collage item and a Kokedama.

Keep busy everyone, perhaps try something new, and stay warm!

Susie
Lifestyle Coordinator
Welcome to Lorocco

It has been a busy time for us all with the Brand change to Vacenti. Unfortunately I was on leave, cruising the high seas when the exciting news was released, however I am very excited to be part of Vacenti and I am looking forward to the journey ahead for the residents and staff here at Lorocco.

I would like to thank everyone for their patience during the lockdown period that, fortunately, was contained and did not keep us isolated for too long. I would also like to acknowledge the support provided by Jane Clark, Jane Gosche and Belinda Willis in my absence.

During May & June we have had the pleasure of providing a learning environment for Enrolled Nursing Students from Southbank TAFE. I have to thank the staff at Lorocco for their support in teaching, leading and guiding the students to ensure that their experience here at Lorocco was a positive practical opportunity with an insight into working in aged care. The residents have also benefited from having the students here and being able to share their stories.

Our highlight this month was the hosting of Australia’s Biggest Morning Tea. It was a fun morning, enjoyed by all, with residents & guests enjoying a cuppa from our fine china collection. A big thank you to our Lifestyle Coordinator, Jillian Campbell, who added the extra bit of finesse with the decorations and finishing touches. I believe we raised over $300.00 on the day. Belinda also became very proficient as our Barista on the day by serving all variations of coffee from our latest addition to the Cove of a coffee machine.

Please feel free to enjoy a cuppa when you are visiting and all we ask is a gold coin donation to be placed in the wise owl located beside the machine.

With all the meetings to announce and celebrate the launching of Vacenti, we did miss our residents meeting last month. Our next resident meeting will be on Friday 14th July ‘17 at 10:30 hrs. All residents and family members are welcome to attend in the Cove communal area.

My door is always open to have a chat, so please feel free to come and say hello or call to make an appointment if needed to ensure that I am available at a time that suits you.

Finally, I just want to say Thank You to you all for the ongoing compliments that so many of you express when visiting about the staff and the home. I am very proud of the team here and appreciate the feedback.

Take care

Glenda Phillips
Manager

RIDDLE ME THIS

It’s so strong, it does not break,
It’s so powerful, it penetrates a lake,
Sometimes it’s weak as a twig left out in the sun,
It’s so wonderful it gives us the power to have fun.
What is it?

Rough and gray as rock,
I’m plain as plain can be.
But hidden deep inside there’s great beauty in me.
What am I?

I have streets but no pavement,
I have cities but no buildings,
I have forests but no trees,
I have rivers yet no water.
What am I?

When I’m young I’m tall
When I’m old I’m short
When I’m alive I glow
Because of your breath I die
What am I?

Answers page 12

Word ladder solution
Growl, grows, glows, slows, slots, slats, slate, state, stare, snare, snarl
Hello from the Marebello Lifestyle Team!

We would like to share with you some of the highlights we have enjoyed at Marebello recently.

We celebrated Cinco de Mayo (a Mexican Celebration) at Happy Hour during the month. Everyone enjoyed Sangria, Mexican nibbles and live Mexican Music by Mike. Mike had everyone tapping their toes, and some of our more game Residents even had a spin around the dance floor. It was a fantastic afternoon, and we have invited Mike back to entertain us again soon.

During May, we celebrated our mums with a special Mother’s Day High Tea. The Rose Room was decorated with flowers and balloons and looked spectacular. All of our mothers were dressed in their finest outfits and looked beautiful. We enjoyed a delicious spread and good conversation. It was a wonderful way to celebrate those special women in our lives.

We celebrated International Nurses Day by putting on an afternoon tea for them. Our residents loved making a fuss of our wonderful nurses and letting them know how much we appreciate them and everything they do.

An outing to the Redlands Museum in Cleveland was enjoyed by a number of our residents. The museum was fascinating, with lots of information about our local area. We even saw a few exhibits that had been donated to the museum by our residents and their families! We all enjoyed learning about local history and the part our residents had played in it.

During the month the ‘Circle of Men’ attended their yearly luncheon at Renaissance Retirement Village. This was a lively affair, and very much enjoyed by all those who attended. I would like to extend a big “thank you” to the Circle of Men volunteers who visit us each week.

We have had a number of concerts, including the ever popular Lachlan Barry, “The Butterflies” (an amazing Ladies Ukulele band), The Russell Island Singers, and the talented Tamsin. The Russell Island Singers were great fun, and even managed to make our ancient piano sing! Tamsin wowed us with her dancing and her amazing voice.

We were also fortunate enough to have Alice visit us, with her two adorable miniature horses, Reggie and Gangster. They were hugely popular with our residents and we hope to have them back to visit us soon.

Until next time!

Fiona, Eileen, and Lynne

Lifestyle Team
Hello everyone,

It was nice to come back from holidays to receive all of your warm “welcome back”s and hugs. It was like the icing on the cake after a wonderful adventure throughout Ireland, Scotland and Sicily. In the next couple of weeks I will be sharing my stories and photos with everyone.

While I was away Tesa held up the fort and did an outstanding job... I like to thank her on behalf of everyone.

In June, we started our Mystery Café trips; we hope to have a new mystery location every two months. We will be alternating this with a visit to nearby shopping centres. Our first Mystery Café location was to the “Merlo Coffee Shop located in the Woolworths Coorparoo Complex. A couple of police officers came over and spoke with the group for awhile and answered some questions regarding their different accoutrements, fortunately no one was arrested.

We visited the Brisbane City Hall on three occasions, enjoying Louise King (Cello) and Catherine Guinevere Lynagh (Piano) accompanied by the Young Conservatorium, Leigh Carriage and Helen Russell and Steve Russell weaved stories with music of ancient and new and Alex Parkmen with classical and jazz.

Fiona and Sally both come in for a sing-a-long and took everyone back with familiar tunes. Tasmin once again graced us with her wonderful performance of song and dance, with her ever changing wardrobe.

The month was finished off with our winter happy hour, drinks, nibbles and Hans capturing the crowd with his dynamic range of song. We officially saw Ian pass the manger’s baton to Jason during a special “goodbye” morning tea. On behalf of everyone at Casa Dámore, we would like to wish you all the best with this exciting new opportunity.

We also said goodbye to Clinical Manager Annie Benham during June. Annie was assisting at our Esida and Esida Lodge facilities and has now accepted the permanent position with them as their Clinical Manager. On behalf of our residents, families and fellow staff, we would also like to wish her all the best in her new role at Esida and Esida Lodge.

Which brings me to my next bit of news and that is to introduce to you Marianne Thompson, our new Clinical Manager. Marianne has extensive experience working in the aged care, community and hospital sectors and a number of years in a Clinical Management role in aged care. Welcome to Casa Dámore.

I look forward to introducing Marianne to you over the coming weeks.

Until next time,

Jason Coles
Facility Manager

RIDDLE ME THIS ANSWERS

Light, An Oyster,
A Map, A candle
For additional details for the latest lifestyle program, please see the notice boards or grab a copy of the latest lifestyle program (it can also be downloaded from the new Vacenti website).

Kind regards,

Sam Koch
Leisure and Recreation Coordinator

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Wrinkle and Betty wishing Ian all the best for his new position

All the boys sharing stories about who caught the biggest fish

David and Reta, happy after attending a wonderful concert at Brisbane City Hall

Malcolm waiting for the taxi after the concert

All the staff and Fay presenting Ian a cake at his send off morning tea

Ian saying his farewells to Pat and Margaret

Bus Trip to City Hall

Nina, Pat, Cathy, Reta, Graeme, John, Lynn and Edna visiting the Merlo Coffee shop in Coorparoo for afternoon tea.

Visiting Police Officer showing Reta the inner working of her handcuffs.

Fiona leading the crowd in song.

Thelma enjoying herself as she plays the bells along with the rest of the singers

Mystery Café Trip

Farewell Ian

Sing along

Casa Dámore

Bingo

Winner

Shirley taking out the bingo jackpot!

Lifestyle

For additional details for the latest lifestyle program, please see the notice boards or grab a copy of the latest lifestyle program (it can also be downloaded from the new Vacenti website).

Kind regards,

Sam Koch
Leisure and Recreation Coordinator
Hello Everyone,

Thursday 8 June 2017, was a great day when The Con Noi Apartments was the venue for the launch of the brand name Vacenti. Congratulations Mario and Louisa on this magnificent achievement, a new brand to a wonderful organisation. The photo shows some of the staff with Mario in the background. Sorry Mario! Welcome to truly “Person-Centered Care”. It is great to be part of history.

As we continue into June, we have been more involved in many of the activities. Carmel has introduced our craft afternoons where our residents can bring their sewing, knitting, cross stitch, etc and generally have a talk about everyday things.

On a cool Thursday afternoon the sunshine on the front veranda was very inviting for the group to have a cuppa.

Bruce Collins comes on a Monday morning to encourage the residents with healthy exercise with Heart Fit. There are approximately 15 residents and friends who attend. As mentioned in the previous “Inside Q” we have had a visit from the Bulimba Agility Physiotherapy Centre who have come along to assess our residents in the use of the gym equipment. This has been invaluable as residents have been able to avail themselves of the various techniques of keeping fit, and applying what they have learnt. Dan and Gemma have done a great job. It is great to see the changes, especially Joan taking on the challenge.

SUDOKU ANSWER

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Here at Con Noi, there is always something to do. Heather and I are always looking at ways we can improve and increase the range of activities we have on offer. Now that we are into winter we have moved the indoor bowls back down into the Basement. We have now been able to have the services of Margery, Jill and George who are volunteers from FalunGong (Type of Tai Chi), who will attend every Wednesday morning. This service is free of charge and is very appreciated by the residents.

Grace Richardson has just completed 2 more Jigsaws which will be framed and hung on the walls of Con Noi. I would like to thank Brian and Clair's son for the framing and the time consuming work Brian and Clair do in gluing the pieces onto the ply background.

We still have 1x 3 bedroom apartments for sale and 2 x 2 bed apartments remaining, so you better be quick. This is the last opportunity at these prices. For further information, you can give Allen a call on (07)3843 4735 or mobile on 0418 588 468 to make an appointment or check out our web page connoi.com.au. By the way check out the video.

Until next time.

Cheers!

from Allen.

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**FUNNY HA HA**

A girl was visiting her blonde friend, who had acquired two new dogs.

She asked, "What are their names?"

The blonde replied, "That one is Rolex, and that one is Timex."

Her friend said, "Whoever heard of someone naming dogs like that?"

"Helllooo?" said the blonde. "They're watch dogs..."

While leading a tour of kindergarten students through our hospital, I overheard a conversation between one little girl and an x-ray technician.

"Have you ever broken a bone?" he asked.

"Yes," the girl replied.

"Did it hurt?"

"No."

"Really? Which bone did you break?"

"My sister's arm."

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**DID YOU KNOW?**

- 11% of people are left handed
- August has the highest percentage of births
- Unless food is mixed with saliva you can’t taste it
- The average person falls asleep in 7 minutes
- A bear has 42 teeth
- An ostrich’s eye is bigger than its brain
- Lemons contain more sugar than strawberries
- 8% of people have an extra rib
- 85% of plant life is found in the ocean
- The Hawaiian alphabet has 13 letters
- The longest recorded flight of a chicken was 13 seconds
- Birds need gravity to swallow
- The most commonly used letter in the alphabet is E
- Dreamt is the only word that ends in mt
- The first letters of the months July through to November spell JASON
- A cat has 32 muscles in each ear
- Perth is Australia’s windiest city
- Goldfish can see both infrared and ultraviolet light
- The smallest bones in the human body are found in your ear
Hello all,

Welcome to my first column about Portofino - Hamilton. I am really excited about being involved in the commissioning of what will be Brisbane's premium senior living. The choices for individuals and couples are many and varied and I can not wait to share these with you.

Over the next few months I will share insights and photos of the progress at Portofino Hamilton as we work towards our opening later this year. Currently fabric, wallpaper and curtain samples are being finalised for all levels while furniture and other equipment is being tested and orders are being placed. There can be quite a long lead time for some equipment as it may need to be imported from Europe or to be manufactured, so this phase of the pre-opening it is critical that we understand these lead times to ensure that we are ready to open come building completion.

Recently most of the scaffolding has come down off the building facade and it can be seen from the street. The photos show the external building including Allen Street, the Piazza, the South side of the building and the Kingsford Smith Drive side. I have also included a photo of an internal hallway and colour samples.

Ciao,
Ian G Byron
Manager – Portofino
Our Menus

Vacenti has four kitchens which provide fresh cooked food to each of our five residential aged care homes. Each kitchen is managed by a qualified chef and three of our kitchens have two qualified chefs on staff. Our chefs are not only involved in food preparation, they are also responsible for ensuring that the whole of the food service process is of a high standard.

The first step we take to make sure that we are delivering high quality food is to develop our menus and this is a complex process, which we have refined over a period of time. Our menus change to reflect the availability of different food products at different times of the year and our menus also reflect the changing seasons, where we traditionally look for warmer foods in Winter and lighter foods in Summer. Importantly, our menus are designed to deliver nutritious food which meets individual likes and dislikes and assessed medical needs.

To ensure that our food provides balanced nutrition we seek input from a qualified dietician and we accommodate the preferences and dislikes of our residents by talking with residents during meal service and by distributing draft menus for comment at resident and family meetings and food focus groups.

The individual medical needs of our residents are of primary importance and our menus have to deliver food which is appropriate for many kinds of medical conditions, such as diabetes and coeliac disease, residents who need to maintain weight and residents who need texture modified food to ensure their safety and comfort while eating.

During the past two and a half years I have been assisting the chefs at Vacenti to develop our menus and I regard this as one of the most important and enjoyable parts of my job. We have worked hard to provide variety and choice and I think that we have some of the best menus in aged care. A next step for us is to develop our food service so that we can cater, within the homes, for special celebrations such as birthdays, anniversaries, reunions and wakes.

We very much welcome feedback from residents and family members about our menus and food service, to assist our program of continuous improvement.

Allan Holz
Manager - Customer Services

July is the time for our biannual Relative’s Survey!

Ongoing, consistent and ever improving care and customer service has always been our goal, and will always continue to be in the future. For Vacenti, we have a number of “Customers” but the most important two groups are (1) our residents and (2) their families and loved ones. Knowing what we are doing right, and where we can improve are questions we will continuously ask our customers in many different ways.

We really want to know what you, our resident’s family members think about our service and how we can do better. Hard copies of the survey were mailed out with the accounts and are also available at the sign in desk at each home. Completed hard copies can be put in the mailbox at each site, handed in, posted to 1/2000 Logan Road Upper Mt Gravatt, or scanned and emailed to brian.sharp@vacenti.com.au.

We have also emailed an electronic version through Survey Monkey to those family members where we have an email address recorded. Please have a look in your “Junk” folders if you haven’t seen it. If you would like it sent to you and we don’t have an email address, then email a request to me and I will organise it.

Each time we survey, our management team collates the responses and feedback, looks at the trends, compares our homes looking for our strengths and weaknesses and sets new projects for the future.

Your completion of the Survey is truly appreciated and the time you spend is not wasted. No names are required, just your views.

It is not too late to complete the “Relative’s Survey July 17” and encourage you to do so before 31 July.

Regards
Brian Sharp
Manager - Quality & Compliance

FROM CORPORATE OFFICE
I would like to formally congratulate the 2017 Vacenti Clinical Development Program Graduates.

- Rebecca Hoath RN
- Weerawan Anne Sabo RN
- Cheryl Connelly EN

I am so proud of each one of you, for your motivation to learn and for your continued growth and development.

In 2015 Vacenti (formally QRS) launched our pilot Graduate Clinical Development Program with the key aims to:

1. Improve standards of clinical care and offer a clear pathway for career development.
2. To promote Vacenti as an organisation of choice.
3. To support, mentor and provide a framework for newly graduated Registered Nurses and continuous professional development.

On reflection, over the course of the last 12 months these employees have all kicked some enormous professional development goals. Some of the structured training days have involved the following topics.

- The experience of Aging, The Vacenti way, Person-centered care, Loss and Grief.
- Wound care management and skin integrity
- Dementia Care Essentials. Wow! You have all received a Nationally Recognised Unit of competency under the Australia Qualifications Framework “Provide Support to people living with Dementia”.
- Catheter Management, Continence and Urology workshop
- Clinical Leadership and Mentoring workshop
- ACFI Business Rules
- Palliative Care Clinical Focus workshop
- CARE PACT clinical pathways and Aged Care Accreditation workshop
- Diabetes Clinical Focus Day
- Team work and conflict management workshop
Over the course of the last 12 months these employees have also completed the RN TL Course through Frontline Care Solutions. This online learning course included 5 modules:

- The structure and profile of the Aged Care Sector
- Multi-disciplinary Health Team Leader approach to care
- Communication skills and effective work environments
- Managing workplace performance and reflective practice
- Quality Frameworks in case management and care planning

This in itself is a huge achievement with the course being recognised by the University of Queensland School of Nursing and Midwifery. It has been awarded 2 credit points toward post graduate programs including:

- Masters of Nursing
- Graduate Diploma in Nursing
- Graduate Certificate in Nursing (Aged Care Management).

On top of this, two of the girls have also completed the Pilot Palliative Care Link Nurse Project in partnership Metro South Palliative Care and funded through PEPA. This has been an amazing learning opportunity. This experiential learning opportunity enabled them to have 5 days with a specialist palliative care clinician. Initially onsite – auditing Vacenti palliative care systems and processes and then having the opportunity to have 3 mentoring days off-site within the acute sector, other residential facilities and at the palliative care referral centre where they were involved with multi-disciplinary case conferencing with their palliative care mentor. The program focused on building workforce capacity by facilitating clinical skills development, developing a clear understanding around the principles of palliative care, symptom management, appropriate referral, difficult conversations and case conferencing. Through this experience these employees have identified ongoing education initiatives around palliative care.

The last Self Directed Learning task as part of the Program was to develop a presentation around a key area of learning which they will take ownership for on site. These participants have all chosen to embrace a palliative care focus in the delivery of ongoing in-service education initiatives on site in relation to palliative care.

A key area under the ANMC competency standards for RNs in the Critical Analysis domain highlights that RNs “must participate in the Professional Development of themselves and the continued Professional Development of others by demonstrating an increased responsibility to share knowledge and to continue to educate”.

Well done to each one of you for these huge achievements. I hope that you always continue to pursue your professional development and growth, to continue to share your knowledge with others, whether that is our residents and families, nursing assistants, buddies, new staff or students.

Congratulations! I wish you every success on your nursing journey and becoming the future leaders of Aged Care.

Melissa Blakemore RN MACN
Training Facilitator
How many words can you make from the letters in the wheel?
Each word must contain the hub letter R.
Can you find a 9-letter word and at least 20 other words of five letters or more avoiding proper nouns?

(Answer page 19)

A word ladder is a sequence of words formed by changing just one letter each time e.g. CAT - COT - DOT - DOG.
Can you find the missing words? Use the clues if you get stuck.

Clues:
- GROWL
- Develops
- Radiates
- Decelerates
- Gambling machines
- Splines
- Roofing material
- Condition
- Gape
- Trap
- SNARL

Q: How many seconds are there in one year?
A: 12 of them: January 2nd, February 2nd, March 2nd, April 2nd, May 2nd, June 2nd, July 2nd, August 2nd, September 2nd, October 2nd, November 2nd, December 2nd.

Q: What kind of coat is always wet when you put it on?
A: A coat of paint.

Q: With pointed fangs I sit and wait; with piercing force I crunch out fate; grabbing victims, proclaiming might; physically joining with a single bite. What am I?
A: A stapler

Q: I travel all over the world, but always stay in my corner. What am I?
A: A stamp.

Q: What has 13 hearts, but no other organs?
A: A deck of playing cards

Q: Why is the letter A the most like a flower?
Because the B is after it.

Q: What starts with a P, ends with an E, and has thousands of letters?
The Post Office