

Winter 2019

# myCasa

Vacenti's new look newsletter

## Con Noi

Meet our new manager

## Meet the Casagrandes

The 3 generations behind Vacenti

## Fresh is best

Quality fresh foods delivered daily

## Excellence in care

Our new training facility

Vacenti 

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*Jeffrey Nutter*



We *care* like *family*

Welcome to our new look Vacenti newsletter, **My Casa (My Home)**.

Family is at the heart of everything we do here at Vacenti. We are a family-run business and think of our residents as part of our extended family, doing everything we can to make them feel **at home**. In fact, in April this year, Mario's parents moved into an apartment at Portofino. So they are now officially Vacenti residents, too!

*My Casa* is designed to showcase all the good things taking place at Vacenti communities each quarter. We hope you enjoy reading about our innovative new training facility, our passion for fresh food and the new Con Noi Manager, Jeff Nutter. We also introduce you to the three generations of Casagrandes behind Vacenti.

Over the next quarter our team will continue to focus on workforce development and the implementation of the Government's new Aged Care Quality Standards.

We hope you enjoy *My Casa* and the winter months ahead.

Warm regards,  
**Mario and Louisa Casagrande**



## Pawfect Portia

Portia spends her days entertaining residents in our aged care communities. She particularly enjoys attending their activities, from lawn bowls to watching movies. She also goes for walks with our Memory Care residents, loving being outside and in the sun! Portia is a vital part of the Vacenti Family!

## Joke of the Day



*“What do you call a pig that does karate?”*

***A pork chop.”***

*From Harivadan Mistri*  
(Resident) at Casa Damore

Vacenti

## *New look Vacenti... Same care.*

We are refreshing our logo and branding. You might notice that the ‘V’ in the Vacenti logo is now rounder to better resemble a heart. This reflects the love and care we provide to our residents. We hope you like the new look!



## Walk for Dementia

On Sunday 19 May, a group of dedicated Vacenti staff took part in the Dementia Australia Memory Walk and Jog, to help raise funds and awareness for those living with memory loss.

At Vacenti, we care for many residents with memory loss. We also offer secure Memory Care Units at each of our facilities for those with special needs. We strive to make our memory care residents feel loved, comfortable and independent, where possible. We also help families to understand dementia and enjoy quality time with their loved one.



## Vacenti Home Care

Did you know Vacenti can provide its retirement village residents with home care services?

These include assistance with shopping, domestic chores and meal preparation, as well as medication assistance, nursing care, and social support. Some residents may qualify for a government-funded home care package of services and others may choose a user pays option. Either way, we help to make everyday life a little easier. You can reach our team on (07) 3422 9300.



## Tips for staying well through winter

Our Clinical Educator and Registered Nurse, Jill Atkins’ shares her top 6 tips to help avoid getting sick this winter:

1. Ensure good hand hygiene
2. Follow infection control procedures
3. Exercise and maintain regular movement
4. Keep a healthy diet
5. Make sure you’re getting enough sleep
6. Take a multi-vitamin

# The *3 generations* behind *Vacenti*

*We introduce you to the whole Casagrande family.*

Those new to a Vacenti community may not know that Vacenti is actually a family-run, Brisbane-based business, directed by Mario Casagrande and his wife Louisa. The Casagrande family has been caring for Queenslanders for three generations. And family is a very big part of Vacenti's approach to care. The Casagrandes care for residents like they are part of their own extended family – in true Italian tradition.



*Dom Casagrande*

Mario's parents entered the aged care industry in 1973, building Carindale Court (now known as Esida).



*Mario Casagrande*

In 2000, Mario and Louisa took over the management of Carindale Court and then went on to build and manage another 5 aged care facilities. Mario is Vacenti's Managing Director and Louisa manages Business Development.



*Lucy Casagrande*



*Louisa Casagrande*

## *Brand new home*

Mario's parents moved into an apartment at Portofino in April 2019 and love their new home. Dom and Lucy enjoy being supported by the Vacenti team, while still enjoying the independence and privacy that a large, self-contained apartment provides.





## *Dom and Lucy are now residing at Portofino*



*Julian Casagrande*



*Dom Casagrande*



*Alfio Casagrande*

Today, three of Mario and Louisa's children also hold pivotal roles within the business. Julian is Vacenti's Chief Executive Officer. Dom owns Mega Fresh, which supplies all the Vacenti communities with their fresh fruit and vegetables each day. And Alfio owns a construction company that manages all of Vacenti's new builds and renovations.

Mario built Vacenti's latest aged care facility, Portofino Hamilton, with his own parents in mind. He wanted them to be able to live their senior years together in style, while receiving the best of care.

"Many couples face a difficult situation when one partner's health deteriorates to the point where they need aged care," explains Mario. "Often it means the couple need to separate, which has never sat comfortably with me. We decided to build Brisbane's first fully accredited aged care apartments to give families an alternative. Our apartments work exactly the same way as our traditional aged care suites, but just on a larger scale."



*Mario and Louisa are proud grandparents to five beautiful children, with another three on the way. This fourth generation is already showing early interest in working for the family business, so it would seem Vacenti's future is very bright.*

# Excellence in *care*



## A *person* focused selection criteria

*At Vacenti, we are committed to caring for residents exceptionally well, just like we would care for our own families.*

We want our residents to feel safe, valued and at home in our communities. We give them plenty of choice about how they wish to live their life, including the food they feel like eating and how involved they would like to be in the many activities that take place around them. Equally important is ensuring our residents receive the clinical care they need.

Many factors contribute towards delivering excellent care. High up the list is staff selection and training.

We spoke to our HR Manager, Grant, and Clinical Development Coordinator, Hannah, to learn more about the recruitment process for new staff and the Vacenti commitment to ongoing training.

We aim to employ staff who align with Vacenti's "PERSON" values:

**Personalise:** we are passionate about delivering personalised services and care – to make it just right for each resident.

**Empathise:** we take time to understand and ensure a valued relationship based on honesty, empathy and trust.

**Respond:** we respond to each person's needs and preferences and are committed to providing a wide range of choice.

**Strive:** we are genuine about innovation and strive to be outstanding at everything we undertake.

**Own it:** we welcome feedback and take responsibility from beginning to end.

**Never stop:** we never stop being a champion for what is right for each person.

## *A thorough recruitment process*

After applying for a job, shortlisted applicants attend a three-hour assessment, which includes behavioural testing, a literacy test, group and individual role plays, and one-on-one interviews. During this process, our HR team assess candidates against our PERSON values.

Our HR manager, Grant, says “We are trying to find out if the applicant is a good person, with a high level of commitment to work with an older clientele. We only want genuine staff working here at Vacenti”.

## *A high level of training*

All new staff go through an extensive four-day orientation program. We then provide ongoing training throughout the year, to ensure they remain up-to-date and can provide residents with the highest standard of care.

Vacenti also employs two Clinical Educators, who are qualified nurses with significant experience in aged care. Their job is to work with our staff to constantly improve skill levels. One of their recent initiatives was the establishment of the Vacenti Learning Hub.



*Mastering the best way to move a resident safely*

## *Profiling our new training facility*

The new Vacenti Learning Hub takes the training of our staff to a new level, through an interactive and practical day of learning.

During Nurse Educator run sessions, participants practise new skills across four different ‘zones’: the dining room, bedroom, ensuite and utility room.

Through these practical sessions, participants gain a greater understanding of the needs and concerns of our “virtual ” resident, ‘Mr. Jack Hub’. They also explore in more detail what it means to be truly resident focussed.

## *We welcome feedback*

Although we are extremely committed to providing residents with excellent care, our organisation, like all others, is not perfect. If you have any feedback (good or bad) about our staff or the quality of our care, as always, we’d love to hear from you. You can find feedback forms at any of our reception areas, provide feedback online via [vacenti.com.au/contact](https://vacenti.com.au/contact), or simply let any of our staff know your thoughts.



*Mastering the silver service dining experience*



# *Fresh* is *best*

## *How Vacenti delivers quality fresh food.*

Vacenti is run by a family with a strong Italian heritage, so it comes as no surprise that the food our residents enjoy is among the best in the industry. Not only is there always plenty of freshly cooked food on the table, but there is also plenty of choice. And if a resident finds themselves hungry between meals, all they have to do is go to the fridge. There they will find light meals, treats and fresh fruit to feed their cravings.

## *Each Vacenti community has a head chef who is supported by a team in the kitchen.*

Portofino Hamilton's head chef, Selena, was born in Italy where she completed qualifications as both a chef and a pastry chef before moving to Australia. She brings with her over 15 years of experience and a passion for beautiful deserts. Not only does she prepare all the deserts for Portofino residents, but her baked treats are also sold at Portofino's Caffino Cafe, which is open daily from 8 am to 4 pm.

## *Fresh food delivered daily*

Dom Casagrande, Mario and Louisa's son, owns MegaFresh, that supply all the Vacenti communities with their fresh fruit and vegetables each day.

Dom goes to the Brisbane Markets at Rocklea each morning and selects the best produce available from Certified Australian growers. That produce then gets delivered to Vacenti's kitchens within hours, in a refrigerated truck.



*Dom delivering bananas*

## *We spoke to Selena about how Vacenti creates seasonal menus.*

“The chefs and I collect meal suggestions from our residents and contribute our own ideas,” she said. “We work closely with Dom Casagrande, owner of MegaFresh, who supplies fresh fruit and vegetable to all of our locations, to ensure our ideas suit the produce in season.”

Vacenti co-owner, Louisa Casagrande, who Selena describes as a “foodie”, then combines these ideas into a draft menu. “The menu is then reviewed by us, our interested residents, and then finally by a qualified dietician to ensure the meal choices are highly nutritious,” said Selena.

Vacenti residents enjoy a choice of a hot breakfast or continental breakfast each day, a fresh morning tea and afternoon tea, a three-course lunch, and a three-course dinner served with wine, beer or a glass of sherry. A light supper is also available. Fresh produce features heavily each day.

Some of the meals our residents can look forward to next season include:

- Macadamia crusted New Zealand hoki with sour cream sweet potato and buttered fresh beans, and
- Pappardelle pasta with lamb ragu and homemade garlic bread.



## *Lemon Herb Salmon with Creamy Coconut Sauce*

Selena shared with us the recipe for one of our resident’s favourite meals from the Autumn menu.

**Serves:** 4

### **Ingredients**

- 4 portions pink salmon
- 400ml coconut cream
- 2 tablespoons fresh dill, chopped
- 1 tablespoon lemon zest, grated
- 1 tablespoon garlic, crushed
- Salt and black pepper
- 1 teaspoon butter

### **Method**

1. In a bowl add coconut cream, fresh chopped dill, lemon zest, crushed garlic, salt and black pepper. Stir to combine.
2. Pre-heat the oven to 150°.
3. Melt 1 tsp of butter in a non-stick frying pan. Add the salmon skin-side down, and season with salt and fresh ground black pepper. Fry for 2- 3 minutes, then turn the salmon over and fry for a further 1-2 minutes.
4. Place the salmon pieces in a medium glass baking dish, pour the coconut sauce over and bake for 5 minutes until cooked to your liking.
5. Serve with rice and sautéed vegetables.

# The *new* aged care *standards*

*On 1 July 2019, the Single Quality Framework will commence – changing the way aged care services are assessed by government.*

At the core of the single quality framework is the new Aged Care Quality Standards.

The new standards will apply to all existing types of aged care – residential care, in-home care and transition care – and will replace the existing standards for each type of care service.

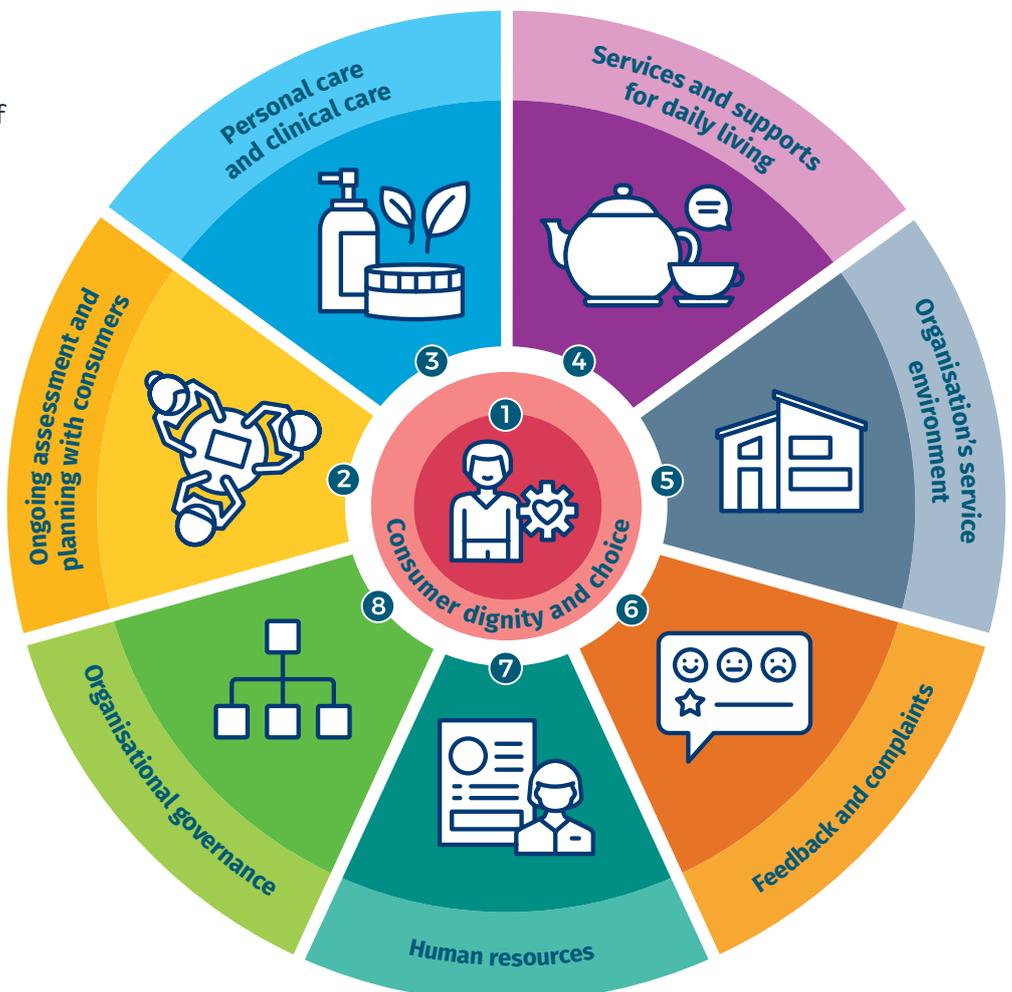
There are eight new Aged Care Quality Standards focusing on ensuring the delivery of quality outcomes for consumers (residents and clients), rather than concentrating mainly on examining provider processes.

Each standard contains three components: 1) a statement of outcome for consumers, 2) a statement of expectation for the provider organisation, and 3) organisational requirements to demonstrate that the standard has been met. As shown in the diagram, each of the eight standards focuses on a specific aspect of aged care service delivery, but Standard 1 – Consumer Dignity and Choice, is of specific importance, being the central theme for all the standards.

## Standard 1 – consumer dignity and choice

Consumer outcome: I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services and live the life I choose.

*Vacenti sees staff and consumers as equal partners in the shared purpose of caring. We care about people and appreciate each individual's differences. We treat each other with dignity and respect. We respect each person's rights and focus on what is important to them. We are flexible, promote choice and respond to need. We focus on ability and not disability.*



## **Standard 2 - Ongoing assessment and planning with consumers**

Consumer outcome: I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

*Vacenti partners with residents and families to undertake initial and ongoing assessments and to develop plans for care and services. We maintain a focus on consumer's needs, goals and preferences.*

## **Standard 3 – Personal care and clinical care**

Consumer outcome: I get personal care, clinical care or both personal care and clinical care, that is safe and right for me.

*Vacenti delivers safe and effective clinical care and personal care in accordance with consumer's needs, goals and preferences. We continuously seek to optimise consumer's health and wellbeing.*

## **Standard 4 - Services and supports for daily living**

Consumer outcome: I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do.

*Vacenti provides safe and effective services and supports for daily living that maintains consumer's independence, health, safety and wellbeing. We promote and support each person's right to self-determination.*

## **Standard 5 – Organisation's service environment**

Consumer outcome: I feel I belong, and I am safe and comfortable in the organisation's service environment.

*Vacenti provides a safe and trusted environment. We provide a comfortable and well-maintained home. We take pride in and look after our service environments to promote consumer's enjoyment, comfort and independence.*

## **Standard 6 – Feedback and complaints**

Consumer outcome: I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

*Vacenti regularly consults and engages with consumers, carers, staff and stakeholders. We listen to and seek input from consumers and their families and use their feedback to inform our continuous improvement efforts.*

## **Standard 7 - Human resources**

Consumer outcome: I get quality care and services when I need them from people who are knowledgeable, capable and caring.

*Vacenti supports staff to be the best they can be. We empower staff to take responsibility. We provide opportunities for ongoing learning. We are consumer champions.*

## **Standard 8 - Organisational governance**

Consumer outcome: I am confident the organisation is well run. I can partner in improving the delivery of care and services.

*Vacenti strives to do what is right. We understand we are accountable for consumers in our care. We take ownership and responsibility for our actions. We maintain quality systems and processes and effectively monitor outcomes. We actively promote continuous improvement in partnership with consumers and we are accountable for the delivery of safe and quality care and services.*

# Esida & Esida Lodge Update

By Tanya Sourian

New Facility Manager  
Tanya.Sourian@vacenti.com.au



**As I am a new face at Esida, I thought I might start my update with a brief introduction about myself.**

I relocated from my hometown of Sydney to Brisbane in March 2019 and I'm very much enjoying the Queensland lifestyle and warmer weather here. My career in aged care commenced as an Assistant in Nursing in 2002. It was during this time that I recognised my passion was in nursing and I pursued tertiary qualifications in this field.

I hold a Bachelor Degree in Nursing, Graduate Certificate in Acute Care Nursing, Masters in Applied Management (Nursing) and I am a Credentialed Nurse Immuniser. I also have eight years' experience as an Acute Care Registered Nurse with NSW Health

Northern Sydney Local Health District.

Prior to commencing with Vacenti, I was employed as a Clinical Nurse Consultant, Facility Manager and Director of Nursing in the aged care sector.

It is also timely to introduce Zoe Hall who has commenced in the role as our Lifestyle Coordinator at Esida & Esida Lodge. Zoe transferred to us in April from one of our neighbouring Vacenti communities, Casa Damore.

Please be advised that from June 2019 we will be changing our resident and relative meeting start time to 1:30pm. I look forward to meeting you all.

## Lifestyle Report

By Zoe Hall

Lifestyle Coordinator  
Esida.Lifestyle@vacenti.com.au



**Hi Everyone, I would first like to introduce myself; I'm Zoe and in April I started as the new Lifestyle Coordinator for Esida and Esida Lodge.**

During this time I have felt lucky to watch both residents and staff celebrate Easter and Mother's Day, as well as commemorate and pay their respects over Anzac Day. I am also hoping to foster many opportunities to laugh, learn and share together in the coming months.

Additionally, I am pleased to announce that Esida will be participating in this year's Centenarian Portrait Project, which will see two local teenage artist paint the portrait of two residents who have already or will shortly turn 100 years old. This government initiative

has been very successful in other Australian states and is aimed at promoting and celebrating the stories and contributions of centenarians within our community. I am truly thrilled to see the story of Hilda and Marcia unfold through the eyes of local creative talents.

We have also recently partnered with Coasit to create a monthly Italian Speaking Group here on site, and our first session in May was a true success with lots of dynamic conversation had about past experiences, travels, family and a shared loved of espresso.

I love to hear feedback and suggestions, and I always welcome family to come and join in with any activities. I look forward to another fun quarter ahead.

# Esida Autumn *memories*



Italian Group Catch Up



4 Generations of Brian & Estelle's Family



Mothers Day Fun



Beatrice with her Art



Art Gallery Tour



ANZAC Day Service



Happy Mothers Day



Art Gallery Tutorial



Anna after her Haircut



Mothers Day Morning Tea



Easter Raffle

# Lorocco Update

We have some lovely new faces in our dynamic and friendly care team. We are delighted to have Roxanne and Josef back working with us, and to welcome Alison (previously at Esida) as our new Executive Assistant.

We have been continuing to make quality improvements across the facility, including new carpet in the reception area, new curtains throughout the Terrace, and an electronic call bell system with pagers, which facilitates prompt response times.

Vacenti strives to providing the best possible care and service to our residents. At Lorocco, we encourage feedback. You can either use talk to our Registered Nurses and Facility Manager directly or use our feedback form available at Reception. There you will also find Aged Care Quality and Safety Commission pamphlets.

By Cheryl Taggett

Facility Manager  
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New Aged Care Standards are coming into effect from 01 July 2019. We will provide our residents and their families with a copy of these rights.

Flu season is upon us and we urge families to please not visit if they have any flu symptoms or have recently been in contact with someone showing symptoms.

Our Spring Menu planning is underway and we welcome residents' input. Let us know if you would like to see the menu or request a food tasting session with Chef Philippa. Don't forget, family and friends can share a meal with you anytime. A main meal costs just \$10.00 (\$12 with dessert) or a sandwich is just \$5.00. Please pre-order your meal at Reception one hour prior to meal service, whenever possible. Until the next newsletter, stay happy and well.

## Lifestyle Report

We have been quite busy over the past few months, having celebrated St Patrick's Day, Easter, Anzac Day, Mother's Day, and Australia's Biggest Morning Tea.

This was the fourth year running, that we have hosted the Biggest Morning Tea. We exceeded last year's fundraising result, thanks to our wonderful residents, staff and volunteers who baked delicious treats for the event.

Over the last few months, our residents have delighted in outings to concerts, travelling to the Bayside for fish and chips, trips to the Carina Leagues Club or Morning Melodies, as well as the festivities of our Happy Hour. We plan to have many more exciting experiences, which we look forward to telling you all about!

By Jill Campbell

Retiring Lifestyle Coordinator  
Lorocco.Lifestyle@vacenti.com.au



Our regular exercises groups are being held across the facility and our favourite games, Bingo and Tombola, are here to stay.

Our Intergenerational Friendship Groups continue to bring joy to the residents, and it is our hope to begin weekly visits from local secondary students on Tuesday afternoons.

We also have plans to introduce a Garden Focus Group, which I'm sure will be a big green thumbs up! We have been offered support and advice from Val the Succulent Lady, which is fantastic. If you have any suggestions or ideas please feel free to contact the lifestyle team.

Our activity planners are uploaded to the Vacenti website each month, plus they are placed on the notice board at Reception, with copies available for all residents and relatives.

# Lorocco Autumn *memories*



Margaret celebrates Mother's Day



Joan's birthday



David and his wife Margaret



Winner! Biggest Morning Tea Raffle



Mothers Day Group Morning Tea



Indoor Bowls Competition



Music Therapy with Fiona



Senad Puris Receiving an Award



Mollie enjoying the morning sunshine



Irene & Chef Philippa at Morning Tea



Joan Bland & Family Celebrating Mothers Day



Kathleen & her niece celebrating 87th Birthday

# Marebello Update

By Karren Martin

Facility Manager  
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It's truly hard to believe that half of 2019 is already over. It has been an eventful first half of the year. Here are just some of the things that have happened in our community over the last several months.

Wisteria renovations have been completed and look fantastic. We had a laugh and cry at our "Family and Friends of Wisteria" morning tea. We shook, rattled and rolled at all of our wonderful concerts. We saw celebrations for Easter and all watched eagerly as the chicks hatched from their shells. We also celebrated Mother's Day as well as remembered those who served our country on ANZAC Day. We welcomed our new Clinical Manager Ivy, and said goodbye to one of our Clinical Coordinators Stan.

The second half of the year is gearing up to be just as eventful, with many exciting plans already made. The Marebello Review with some great headline acts, will surely please...reviews next edition!

Remember, winter is upon us, bringing colds and flu with it. Please ensure you inform our friendly staff if you are feeling unwell. Early detection is the key to stopping the spread of illness. If you haven't had the flu vaccination yet, please alert the staff.

I am still keen to start our gardening club and would love to hear from anyone willing to lend a hand... or a green thumb. If you have any fresh ideas please put them forward, we want to know what interests you.

## Lifestyle Report

By Jo Fazio

Lifestyle Coordinator  
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What a busy few months we have had at Marebello. We took part in St Patrick's Day celebrations, including craft activities, visiting Ireland through Armchair Travels, an outing to a local Irish Pub, limerick writing and enjoying a drop of Baileys Irish Crème.

Over Easter we had visits from some cute, fluffy friends - a rabbit and baby chicks for our Henny Penny program. These chicks were adopted by several of our team members and now have a great new home. Our Easter Bonnet competition delivered some masterpieces. It was hard to choose a winner, but in the end Gardenia took out the prize.

We had members of the Redlands Squadron and Local Councillor, Julie Talty, attend our ANZAC service. Julie, who has a family member here with us, gave a very insightful speech on the history of the Redlands before

and after the War. Selwyn and Sheila participated by reading, with tributes being laid by some proud residents. A nostalgic sing-a-long followed the ceremony, accompanied by a screening of images and photographs.

To celebrate Mother's Day we had pampering, glamour photos and the opportunity to create floral arrangements.

Our culturally diverse team at Marebello made our Multi Cultural Day very interesting, with national dress being shown and delicious food items on offer.

In June, we enjoyed a musical performance to celebrate Queensland Day. Our activity planners are uploaded to the Vacenti website each month. Take care, have fun & be active, from Jo, Lynne, Eileen and Jodie.

# Marebello Autumn *memories*



Greg, Anne & Les making ANZAC Biscuits



Staff Handing Out Easter Goodies



Robert at the Art Gallery



Colina with Two Chicks



Betty & Joy on Mothers Day



ANZAC Day Parade



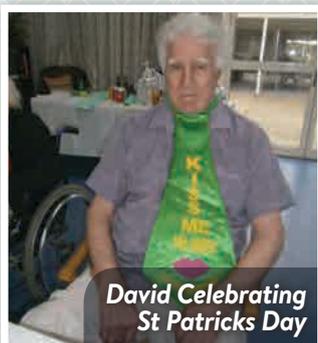
Dot looking Fabulous for Mothers Day



Mothers Day Glamour Photography



Easter Bonnet Competition



David Celebrating St Patricks Day



Barb with Flowers for Mothers Day



Vera at the BIGGEST Morning Tea



Betty's Easter Bonnet

# Casa Damore Update

As you may know, the clinical management team, Jo and Sabrina have been enjoying some well earned rest. Jo is returning this week and Sabrina has another week to enjoy time with her family.

As the weather is becoming cooler, it is important to consider strategies on keeping well during the flu season:-

- annual vaccination - free for Australians over 65
- wash hands often
- be alert to influenza symptoms
- if unwell please be mindful of how easy it is to spread the flu to our vulnerable population

By Jason Coles

Facility Manager  
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Please be aware there are changes occurring with the Aged Care Standards in the second half of the year, including a change to the Charter of Resident Rights. These changes will be discussed at upcoming resident and relative meetings.

In addition, Casa Damore is looking forward to the opportunity to apply for another three years of accreditation. This will take place later in the year and is now in the form of an unannounced visit. Please ensure your contact details are current. We can then guarantee that notice of the upcoming visit will reach you in a timely manner.

Thank you for your time – we look forward to any feedback.

## Lifestyle Report

Three months have gone past so quickly. We have celebrated St Patrick's Day, ANZAC Day, Easter and Mothers Day. We have also travelled to Norway and Egypt with arm chair travel and shared many laughs.

Residents from Casa Damore visited Portofino for Italian Day, where old friends Elvira and Dom and Lucia Casagrande (Mario's parents) caught up with each other after many years. Elvira and Dom grew up in a small country town in Italy. Both moved to Australia and started new lives and families. Over the years they would see each other at parties and catch up. Elvira heard that Dom and Lucia had moved to Portofino and wanted to see them both.

Each month we have a cooking class and dish up some of the resident's family favourites. We are hoping to create a Casa Family Favourites Recipe Book and would

By Marieann Edgell

Lifestyle Coordinator



love your input! Please send in your favourite recipes, including your name and your relative's name, plus a short story on why this recipe is your family favourite.

We also welcomed Anita back after being on maternity leave. Anita will be visiting Casa for music therapy sessions twice a month.

Residents participated in the very moving ANZAC Service.

In June, we headed to the Manly Yacht Club for lunch, definitely one of our favourite places to visit! We also celebrated Volunteer Week by having a morning tea to thank our wonderful volunteers for their hard work and time spent with the residents and assisting the lifestyle department.

To keep up to date with the exciting happenings at Casa Dámore, our activity planners are uploaded to the Vacenti website each month.

# Casa Damore Autumn memories



Shirley Celebrating St Patricks Day



Happy Mothers Day Afternoon Tea



Hazel & Joan with the Easter Bunny



Ronald at the ANZAC Service



Harold at ANZAC Service



John at ANZAC Service



Celebrating Mothers Day



Mothers Day with Family & Friends



Cheers for St Patricks Day



Graham with our new fish



Happy 98th Birthday Helen



Happy Birthday Winnie



Visit from Starter the Dog

# Portofino Update

*By Ian Byron*

Facility Manager  
ian.Byron@vacenti.com.au



Since my last report the cooler weather has certainly made an appearance. I would like to remind all visitors that our residents are vulnerable to cold and flu viruses.

Please consider having an influenza vaccination, postponing your visit if you feel unwell, and using the hand sanitiser in the foyer when you enter the building.

Portofino was the vision of Vacenti owners, Mario and Louisa Casagrande. Their goal was to build a community where their parents could continue to live together, while receiving the care and support they needed. I am happy to say that Domenico and Lucia Casagrande (Mario's parents) have now happily settled into one of the apartments here. Portofino is the only community in Brisbane offering government accredited aged care apartments.

In other news, one of our budding artists, Peter Stockings, is holding a show of his works on June 28 at 7pm. There will be canapés and wine and all residents, families and friends are welcome. To attend please call Tash on 07 3025 2100. If any other family, staff or residents wish to feature their artworks in this show please contact me.

We have many opportunities for volunteers to help further enrich the lives of our residents. If you are interested, please contact myself or Tash. And finally, if you would like to provide confidential feedback to me, please come and see me or use the mailbox located at reception. If I can be of further assistance to you please come and see me in the office or send me an email at [ian.byron@vacenti.com.au](mailto:ian.byron@vacenti.com.au) or call me on 0459 858 482.

## Lifestyle Report

**We have had some eventful months here at Portofino. A group of residents visited the Art Gallery and produced some wonderful paintings of their own.**

Other residents have been taking a weekly trip to City Hall for a series of Lord Mayor's Concerts. And lots of us head out each month for lunch at a nearby café, Sea Grill. Len always enjoys his prawns and fish!

Easter was busy for residents enjoying family time and thank you to those volunteers who made our ANZAC service possible. This quarter we also celebrated Portia's first birthday.

We have had quite a few visitors to Portofino. There were smiles all round when the littlies from the Hamilton Childcare Centre came to colour in, build Lego and play games with our residents.

*By Karen Matthews*

Lifestyle Coordinator  
[Lifestyle.portofino@vacenti.com.au](mailto:Lifestyle.portofino@vacenti.com.au)



We also enjoyed a visit from the Queensland Police Pipes and Drums Band. And residents from other Vacenti communities joined us at our popular Italian Luncheon.

During the warmer weather the pool has been well used. The pool remains heated during the winter months and we have started Aqua fitness on Friday's with Mellissa. If any residents are interested in participating feel free to see Ian or myself.

We would also like to welcome back Anita, our music therapist. The residents love her beautiful voice. They are also enjoying many of our scheduled activities such as shopping, ten pin bowling and putt putt golf. Our trophy is being passed around to a new winner each week.

# Portofino Autumn *memories*



**George & Mary Enjoying Hamilton Child Care Visits**



**QLD Police Pipes & Drums Band**



**Art Gallery Tour**



**Ten Pin Bowling**



**Catch up with friends**



**ANZAC Service Norman & Stuart**



**70th Wedding Anniversary Norman & Eileen**



**Delicious Fish & Chips Lunch Outing**



**Dom, Lucia & Elvira at Italian Luncheon**



**Ian & Portia the Birthday Dog**



**Jacqui taking a swing at Golf**



**Painting Class at the Art Gallery**



**Yvonne & Margaret being creative**

# Con Noi Update

By Jeffrey Nutter

Retirement Living Manager  
Jeffrey.Nutter@connoi.com.au



By way of introduction my name is Jeff and it has been my great pleasure for the last month or so to be the new Village Manager at Con Noi Retirement Apartments. Thank you to the residents who have made me feel so welcome.

I have a long history in this industry, having been actively involved in managing Retirement Villages for the last 12 years, from Cairns to Perth, for a variety of organisations.

Coming to Con Noi and meeting this awesome group of residents, from such diverse backgrounds, has reinforced to me what a great option a retirement village is for those looking for a better lifestyle.

Whilst it was a few days before my start, the residents of Con Noi celebrated Anzac Day with a ceremony.

It would be safe to say that the spirits were high that day and it was a fantastic opportunity for families to come together.

The agenda for the next 6 months has been set and I am looking forward to working closely with the new gardener to freshen up the grounds. The residents have recently enjoyed a lazy seven course Chinese lunch in the Village and there are plans under way for a Christmas in July at Ormiston House as well as a BBQ in the grounds. Never a dull moment here!

I love the opportunity to showcase our available retirement apartments and I am available Monday to Friday 8.30am to 4.30pm for tours. You can contact me directly on 0418 588 468 to arrange a suitable time.

## Con Noi Autumn memories



## Staff Profile:

# Jeffrey Nutter



### *Meet our new Con Noi manager*

Jeffrey Nutter commenced with Vacenti as the Retirement Village Manager at Con Noi this May. He brings with him a wealth of experience, with over 12 years working in the retirement industry across Australia. Read on to learn a little more about Jeff.

### *Describe yourself in 3 words.*

Glass Half Full. The eternal optimist who seeks to find the best in all people and things.

### *What's your favourite book?*

I really love to escape when reading so I will always head for the science fiction or fantasy section. However my favourite book of all time is the Lord of the Rings by Tolkien.

### *If you could accept bribes, what would tempt you?*

Food. There are some great cooks at Con Noi. I think I have put on a kilo just walking the hallways at lunchtime in my first week.

### *What's your favourite quote / advice to live by?*

Not very fashionable but "If life gives you lemons make lemonade."

### *Tell us a little about your family.*

I lost my Dad about six years ago, but my Mum is an active 91 and off to England again in July. My beautiful partner of 18 years, Sally, has two sons and I have two daughters; all are in their thirties and happily married. Our current grandchild count is four, with another one expected in October.

### *What do you like to do in your spare time?*

I am not familiar with the term "spare time". I would however aspire to play some more golf and spend a good deal more time with Netflix and all the episodes of Dr Who. Our holidays are spent trying to satisfy the travel bug.

### *Why did you choose to work in aged care?*

Sally and myself entered the Retirement Industry around 12 years ago as relief managers for the SCV Group who had a large number of rental villages throughout Australia. I soon realised that working in this type of business would test all of my life skills and I looked forward to coming to work every day and solving the challenges it presented.

### *Do you have any pets?*

No, we don't have any pets at this time as we live in a unit. I've had many dogs in the past. When we eventually stop working, we will get a blue staffy as a companion.



# We *care* like *family*

The Casagrande family has been caring for older Queenslanders since 1973. Our mission has always been to create communities where our residents feel at home and are cared for like they're family.

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