

Spring 2011

Out of the *Blue*

2011 Life is what you make it



Message from the CEO



Carol Allen

October is about celebrating older Australians.

We are never ones to miss an opportunity to help 'make someone's day' and 'have fun' at BlueCross. October gives us the perfect time as we celebrate the United Nations International Day of Older Persons and the Victorian Seniors Festival.

The principles of the International Day of Older Persons are founded on the need to build a more inclusive society with an emphasis on participation, self fulfilment, independence and dignity for all, and a willingness to transform these principles into action.

In October each year BlueCross has taken these ideas and put them into practice! The annual Extravaganza is a wonderful demonstration of making the most out of life, no matter what age you are. Thinking about the capabilities of older people and getting as many as possible feeling good about being active so they can live happier, healthier lives.

Every BlueCross client is invited to attend the event held this year at Melbourne Park Function Centre. Each residence is provided with a theme and then creates their costumes and dancing (or wheelchair!) routines. There is loads of laughter, tonnes of singing, and a great time is had by all.



Families joined in the 1st birthday celebrations at BlueCross Baradine and Ruth enjoyed the afternoon with her daughter-in-law Jenny. See page 2 for our photo roundup of the day.

Older Australians are, and have always been, an incredible asset. They have helped shape modern Australia and continue to make significant contributions to society with a lifetime of skills, knowledge and experience.

Everyone is encouraged to come and at last year's event there were over 500 people in attendance. There has been "Dancing with the Stars" and "Celebration of Nations" and this year is a return to swing with the big bands presenting "As Time Goes By". Our focus is on what people CAN DO, by encouraging participation and independence.

BlueCross wants clients to celebrate life and still be part of the broader community. This is not the time to sit around and be a spectator, there is still plenty of time to join in and participate, to sing and laugh and dance, in your own time and style!



Accreditation success

Five years ago when I joined BlueCross we decided that we wanted to be part of changing the face of aged care and how services to the community are delivered. We wanted the people who made our residences their home to be engaged and look forward from each day to the next, to be active, and most importantly to have some fun.

And we are changing the way we do things at BlueCross. This has been recognised by our continued accreditation success with Yarralee, Hansworth and Baradine all achieving three years accreditation by the Accreditation Standards Agency for meeting (and we believe in some cases exceeding!) all 44 outcomes at each residence.

Until next time

Carol Allen

Happy 1st Birthday Baradine

On Tuesday 20 September Baradine BlueCross in Mooroolbark celebrated their first birthday since opening.

It was a wonderful day to acknowledge the hard work that has gone into making Baradine an outstanding example of how we are changing the face of aged care.

It was exciting (and daunting!) to have the opportunity to start from scratch; to plan with expertise; to construct a building that is state of the art; to develop a team of staff that were handpicked to establish innovative programs and clinical practice at this extraordinary residence.



My how time flies – when you're having fun!



Staff members Sandra and Dee got into the birthday spirit.



Local MP Christine Fyffe helps Baradine resident Meg to cut the birthday cake.



Residents and families enjoyed some entertainment.



Local MP Christine Fyffe (centre) congratulated Residence Manager, Anthea McDonnell (L) and Carol Allen, BlueCross CEO (R) on a great day.



Bobby made sure that everyone knew she was going to have a good time!



Residents made an effort to dress up for the day.

Baradine provides complete levels of care

Anthea McDonnell is the Residence Manager and says,

"I am very proud of how everyone has pulled together, staff, residents and their families. You can really feel our BlueCross STARFish principles at work here every day. We had the opportunity to start fresh and we are doing things quite differently with an innovative staffing structure that everyone has embraced."

For example, the personal care staff assist in the dining room and become more aware of the resident's nutrition; the maintenance officer Frank runs a woodworking program in the "Men's Shed"; May who is a 90 year old resident operates a small kiosk for the residents. Everyone works where they can best service the residents and understand their needs.

Congratulations & Happy Birthday Baradine!



High Care



Low Care



Memory Care



Respite



75 Number of Beds

Baradine demonstrates STARFish at work

By following the STARFish principles BlueCross aims to create an atmosphere where all our clients and staff are engaged, have fun and most importantly, get the most out of life irrespective of age or disability. We aim to make a difference in people's lives whilst still focusing on the provision of quality and person centred care. STARFish inspires our staff to start new conversations about what's possible and to develop new attitudes about how we show up to work and continue throughout each day.

Choose your attitude

At BlueCross we believe that attitude is a choice and we choose to work in a professional, accountable and fun filled environment.

Be there

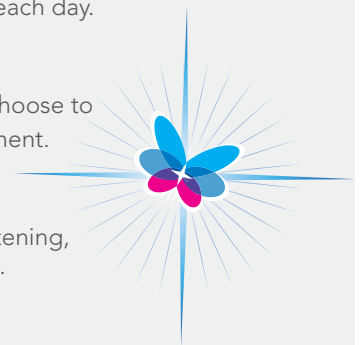
BlueCross staff ensure that we're with 'you' at all times, listening, engaging and giving each person our undivided attention.

Make their day

BlueCross staff strive to make someone's day or moment, through a small act of kindness or an unforgettable engagement, we can turn even routine encounters into special memories.

Have fun

BlueCross staff believe in having fun at work with each other and with our clients. Having fun ensures that all tasks, large or small, simple or difficult, can be accomplished in a positive environment with positive outcomes for everyone.



Spotlight on *care* at home

Jean stays safe at home, hers...and ours

Jean* was hospitalised for surgery and was not quite up to going home and being able to look after herself. So BlueCross Care at Home was contacted to help Jean with some day-to-day tasks while she recuperated.

Jean's daughter Rose* was due to go on holidays but felt uncomfortable going away while her mum was still not 100%. There was no way Rose would enjoy her own time away thinking of Jean at home alone.

Rose had heard about respite care before and suggested to her mum that she stay at BlueCross Riverlea in Avondale Heights while they were away, and while she was still recovering from surgery. It ended up being the best decision and Jean stayed for almost six weeks.

Jean enjoyed the company of the other residents and the security of knowing that support was always there, but she wanted to return home, which she did with continued support from Care at Home.

Care at Home workers continued to support Jean in her home and visited every night. The carers made sure she



had eaten a good meal, helped to get her dressed for bed and settled for the night.

It became apparent over time though that Jean was becoming frailer and her care needs became too much for her and the family to cope with at home. Jean was able to have another six to eight months at home and finally made the decision herself to make a permanent move into residential care. Jean is now safe, well and happy at Riverlea.

Call Care at Home on **1300 133 414** and let us help you to stay at home longer.

*Names have been changed

Your home, your choice, our care

We know that many people want to maintain living independently at home, so BlueCross Care at Home provides support to individuals and families to help them achieve this.

Your *home*

A BlueCross carer goes into the home and provides the specialised care required.

Your *choice*

We work closely with our clients and their family to match people with a suitably qualified carer to tailor an individual program that is responsive to specific physical, medical, cultural and social needs.

Our *care*

Whether care is needed for one hour a week or 24 hours a day, BlueCross Care at Home will be there, at your place, or one of ours, right across Melbourne - that's the BlueCross **advantage**.

Staff conference 2011

"A fabulous reaffirming program for staff"

From all accounts the staff conference held in July was a great success. Held on a Saturday at Caulfield Racecourse, it provided the opportunity for staff across the organisation to network with each other, developing conversations and sharing experiences and practices. They will now take these back to their own BlueCross workplace with a renewed sense of purpose and enthusiasm.

Anne Kelly from Alzheimer's Tasmania presented the Keynote Address and a workshop on the new clinical practices relating to the management of residents with dementia that are being undertaken in aged care. These improve individuals wellbeing and provide meaningful activities that increase confidence and self esteem of those suffering from Alzheimer's and dementia.

"Anne has empowered me to provide care to my residents with increased passion and compassion."

Steve Aivaliotis is a body language expert and provided a terrific insight into what's not being said when you are actually saying something. *"The only problem was there not enough time! Lots to learn."*

Brian Nankervis provided some levity to the day with his unique humour and very funny stories of life experiences. *"Brian reminds me what wonderful medicine laughter is."*

So now it's back to the drawing board to start developing the 2012 staff conference to build on the success of this year.

"This was a fantastic first effort."



Brian Nankervis reminds us what wonderful medicine laughter is!

BlueCross awarded for *Better Practice*

In September the Aged Care Standards and Accreditation Agency awarded BlueCross with three Better Practice Awards.

BlueCross is very proud to be the recipients of these industry recognised awards and to have our innovative programs acknowledged publicly.

We work very hard to bring to life our organisational vision and values. As our STARFish philosophy states our aim is to make a difference in people's lives whilst still focusing on the provision of quality and person centred care. These awards are one way that demonstrates we are walking the talk.

Better Practice Awards were received for:

STARFish Extravaganza

As profiled on page 1, the STARFish Extravaganza is an annual event bringing together all BlueCross clients, staff, volunteers and families to celebrate the United Nations International Day of the Older Person. The aim is to celebrate ageing positively and demonstrate the new way BlueCross is delivering aged care. We show our elderly citizens being active, enhancing capabilities and enjoying life no matter what age you are.

The Boulevard - The final goodbye

Death is inevitable and in aged care its regular recurrence can often cause concern. Grappling with the best way to manage the repetitive loss has resulted in aged care residences designing a variety of strategies for coping with this event. At BlueCross we have created an initiative whereby the resident's life is celebrated and openly commemorated at the time, at a monthly ceremonial service and again as part of the annual DVD created each Christmas.

Hansworth - Transition program

How can we improve the journey for our residents and their families as they transition into a residential aged care community? Our goal was to demonstrate that creating a specific transitional care coordinator role could impact on the lives of residents, families and staff by providing a much needed bridge between the changing lifestyles as one chapter in our lives ends and the start of a new one.

Transitional Care Planner for BlueCross Hansworth, Annie Tragin, provides meaningful engagement with residents



L-R Hansworth Residence Manager Therese Brown and Annie Tragin.

and families to provide emotional, physical, social and spiritual support. The role specifically guides residents, their families and staff through the transition that occurs when someone enters an aged care residence as either a respite or permanent resident and often involves palliative care until the end of life.

Annie Tragin was awarded the ACCV Employee of the Year Award for the transition program at Hansworth.



Anglesea resident Edna Mullins enjoys the 2010 Extravaganza.

About the Better Practice Awards

Meeting the Accreditation Standards means that the aged care residence provides quality care and services for its residents. The Better Practice Awards promote and recognise improvement and better practice in aged care that succeed in going above and beyond.

The Better Practice Awards are annual awards presented for any projects, initiatives or programs that act as exemplars for other aged care homes to assist and encourage improvement to care and services for residents.

www.accreditation.org.au

For more information call

Residential enquiries **1300 133 414**

Care at Home enquiries **1300 786 857**

www.bluecross.com.au


BlueCross
community & residential services

ANGLESEA

AVONDALE HEIGHTS

BOX HILL

CHELSEA

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CROYDON

EAST MALVERN

GLENROY

HEIDELBERG

IVANHOE

KEW

KILMORE

LOWER TEMPLESTOWE

MILL PARK

MOOROOLBARK

MULGRAVE

SUNSHINE

SURREY HILLS

TEMPLESTOWE

TOORAK