

Summer 2012

Out of the *Blue*

2012 *Believe it - Achieve it*



Message from the CEO



Carol Allen

With the start of each new year it provides us all with the opportunities to look at things with fresh eyes.

Whether we are looking to lose those extra few kilograms (a regular on many people's new year resolution list!), read that book that has been on the shelf for a year now, or as a business, how we can do something that bit better.

At BlueCross we head into 2012 with renewed optimism about the future and how we are developing new strategies to best meet the changing needs of an ageing community and our clients.

2012: believe it - achieve it!

This year I am leading our team of staff with the slogan *believe it - achieve it*. I truly do believe that if we dare to dream of better things to come that we can achieve them through a combined dedication, commitment and passion.

Plus hard work of course! We will continue to embed the STARFish principles into our everyday work and change the culture of working and living in aged care.



Anglesea resident Phyllis thanks volunteer Dulcie Quinlan for her beautiful gift

Quilts made with love

At the end of last year I saw how these dreams can come true.

I attended the Anglesea Christmas party and witnessed a 'very special' gift that had been planned for each of our 60 residents. A team of generous and incredibly capable volunteers, led by Dulcie Quinlan, handmade every resident



Nancy's quilt is pride of place on the end of her bed at BlueCross Anglesea

A new year's resolution – make 2012 your year to **Volunteer**

The BlueCross team also includes our invaluable volunteers. If one of your aims this year is to give back to the community then consider being an aged care volunteer. You can become part of an enthusiastic group who are enriching the daily lives of our residents and Care at Home clients.

Contact Trudy our Volunteer Manager on 0458 090 969 to find out how.

Age is no barrier to volunteering!
Just ask Arthur. See page 2...

their own personalised quilt. They were named the "love quilts", given the time and love that had gone into creating them and the delight, and in some cases tears, with which they were received.

One resident who has dementia had not spoken since her admission. Her husband and the staff were astounded when handed her beautiful quilt she spoke up and said "what a lovely quilt". Her husband cried tears of joy at her happiness.

What a wonderful demonstration of dedication, commitment and passion by Dulcie and the other volunteer quilt makers, and the Anglesea staff who helped to make it happen.

Until next time

Carol Allen



Handyman Arthur joins the Men's Shed



It's such a wonderful atmosphere when peering into the revered shed to see the men engaged in tasks or more often than not, a story telling session!

Arthur's daughter thought it would be good for her retired father to have an outside interest. She had heard about the Men's Shed that is part of the leisure and lifestyle program at BlueCross The Boulevard in Mill Park.

After explaining that the program was only for residents living at The Boulevard the solution was obvious. Arthur could volunteer as the Men's Shed group facilitator enabling him to become part of The Boulevard community.

Arthur has a vast knowledge of all things related to 'handyman' tasks and loves to chat with you about anything! He loves fishing and going on holidays and always comes back with wonderful tales to share.

Every Thursday, like clockwork, the men just show up at the Men's Shed without being reminded now, all waiting for

Arthur to arrive. All Arthur ever needs is a cup of tea (sometimes a beer to share with the blokes!) and an old piece of furniture or tools to repair. They often just sit and chat for hours and it's such a wonderful atmosphere when peering into the revered shed to see the men engaged in tasks, or more often than not, a story telling session!

Arthur doesn't miss many days and he drives himself each week. He is fit and active and always smiling. Even on his birthday he came along determined not to miss his time with his new mates, so the catering team whipped up a tasty cake for the celebration - as it was Arthur's 85th birthday. Yes, that's right, he is 85 and still going strong!

By Meg Willis, Leisure and Lifestyle Coordinator, The Boulevard.

Maintaining quality = *a better service for our clients*

BlueCross Central Services has recently implemented a new team to monitor, support and maintain our commitment to continuous improvement and specifically our quality systems at each residence.

This team of is managed by the Accreditation Manager Allison Manning with five Quality Service Managers who have been busily assisting our residences undergoing government re-accreditation.

We are very proud to advise that since November 2011 a further six residences have been successful in achieving three years re-accreditation by the Accreditation Standards Agency. Congratulations to Ashby, Autumndale, Clevedon, Cresthaven, Glengowie and Riverlea.



Spotlight on *care* at home

When family and friends CAN'T be there, Care at Home CAN

Did you know that Care at Home can provide services to people living in residential aged care and not just in their own home? Care at Home can help your family to find that extra time for a visit or an outing and provide companionship when needed.

We all live busy lives and at times it is difficult to fit everything in. Families can feel the pressure of not having enough time for another social call or providing transport to an appointment when you may be working. So let Care at Home help you.

As a private client we can provide a range of services to individuals living in an aged care residence.

Companionship

We are all social beings and need companionship. It keeps us active and happy, which then means healthy. One of our carers could visit a resident to sit with them and read a book, have a meal at their residence, or just a social visit for a cup of tea and a chat in the garden, or go for a walk. It's about being there and doing something together.

Social outings

Care at Home can also provide external outings with transport to get out and about. How about a movie or a visit to

a friend's house, the library or a favourite café for a special lunch? All are possible and can give someone that feeling of independence and feeling part of the community.

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.

Call Karen Allen, Manager, Private Client Services, on **9828 1275** today.



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**.

Investing in the future of aged care BlueCross is meeting the need

The Aged Care Approvals Round (ACAR) is a competitive assessment process that allocates aged care places to applicants who best demonstrate they can meet the needs of the ageing population within a specified region. Decisions on the aged care places are made independently by the Department of Health and Ageing (DoHA).

BlueCross continues to invest in the provision of extra aged care places across Melbourne. We have been

successful in the latest round of ACAR places having received more aged care bed licenses in four of our residences, Ashby (Lower Templestowe), Highgrove (Kew), Monterey (Glenroy), Waterdale (Ivanhoe).

The latest round of Community Aged Care Packages (CACPs), also allocated by DoHA, has awarded new packages to BlueCross in the southern region. These specialist aged care packages provide care services to people still living in their own home.

We are very proud to be recognised as a quality aged care provider by the Department as BlueCross continues to meet the needs of the community.

You're never too old for *Santa*

Santa made a surprise visit to the BlueCross Gardenia Christmas party and residents were treated to the opportunity to sit on Santa's knee.

This provided much joy and laughter to everyone who attended. One of the ladies said it was the first time in her life she had ever sat on Santa's knee, and she loved it!

The biggest surprise for everyone was when they discovered that Santa was actually the residence manager Paul Sinclair.

Very convincing indeed, Paul!



BlueCross Gardenia resident Heather Simmonds (right) with her great granddaughter (middle) and daughter Heather Bertrand (left) enjoyed the delight of sitting with Santa

Thank you to our *Extravaganza* sponsors

It is with the support of our generous corporate sponsors each year that helps us to make the Extravaganza possible. We would like to acknowledge our GOLD sponsors and say THANK YOU for your contribution to this important event in the BlueCross calendar. The Extravaganza is all about creating an opportunity for as many of our clients to feel good about being active so they can live happier, healthier lives. We are already looking forward to our exciting 2012 event on Friday 5 October.



For more information call

Residential enquiries **1300 133 414**

Care at Home enquiries **1300 786 857**

www.bluecross.com.au



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