



out of the *blue*

WINTER 2009

Welcome to the Winter Blue Cross Newsletter. Over the last six months, our residences have been extremely busy, successfully achieving 44/44 standards at Livingstone Gardens, Riverlea, Ashby, Autumdale, Glengowrie, Crethaven and Springfield.

I'd like to personally extend my congratulations to everyone who has been involved and supported the residences and managers during this process. The positive comments the assessors received from the residents are especially pleasing; particularly in regard to the care they have received. It is great to see our STARFish Principles becoming part of the Blue Cross culture.

Finally, I'd like to say how excited I am about our Dancing with the Stars Spectacular in October – a wonderful day where we can all celebrate our lives and have a bit of fun. I am definitely looking forward to it!

Carol Allen **CEO/Director Blue Cross**

Make sure you don't forget about the exciting opening of our new state of the art residence Willowmeade at Kilmore in August. Call 1300 133 414 to find out more.



Blue Cross Director David Eccles' family during a visit to Springfield over Easter. L-R: David's wife Debbie and children Amanda, Shannon and Ben.

Person Centred Care

At Blue Cross, we believe that we must value the worth of not just every resident, but families and friends as well. That's why we strive to provide a service that promotes and supports social, physical, emotional and spiritual wellness.

We're now currently working on taking our services to an even higher level of excellence, so that it truly reflects Person Centred Care. Our vision is to provide a service:

- That allows people to be empowered
- Where people are in control and not controlled
- That focuses on resident's capabilities
- Where staff and families know what makes the resident's day
- That sets Blue Cross apart from the rest of the world

Person Centred Care will provide a sense of purpose and enhanced quality of life by empowering the person and capitalising on their capabilities.

It encourages and allows the resident to be independent and in control.

We've commenced this new philosophy using the STARFish principles in a number of areas. These include staff education and training; person centred care plans, assessments and community circles; and balance and exercise classes.

The new philosophy is already in action, with Blue Cross The Boulevard currently trialing a multi-sensory program and developing a restorative and rehabilitative program that will allow residents to be more in control and improve their capabilities.

To our residents and families, we'd like to hear if there is anything that could enhance and improve your quality of life, so please don't hesitate to tell us what we can do.

Catherine Morley-Nelson
General Manager Operations

And keep an eye on the dance floor, as our Dancing with the Stars performance on 1st October at Camberwell Town Hall will bring the house down. For information on sponsorship packages, call Monique Wiessner on 03 9828 1227.

STAFF PROFILE



Margaret Milligan and Patricia Gaskell *Advisory Placement Consultants*

As of the 10th of July 2009, Margaret Milligan will have spent an impressive 12 years here at Blue Cross.

Starting out as receptionist for a small office in Toorak when Blue Cross only had one residence, Margie has now risen to the position of Advisory Placement Consultant. In her current role, Margie assists in the placement of clients into the Blue Cross residences of Cresthaven, Hansworth, Autumdale and Gardenia. Her responsibilities include conducting tours of the residences with prospective clients and families, as well as providing information regarding finances, and listening to any concerns family members may have regarding the placement of their loved ones.

The role also calls for constant liaison with discharge

coordinators, social workers and Aged Care Assessment Teams in relevant catchment areas, as well as identifying network and marketing opportunities.

Margie says the most rewarding part of her job is receiving a smile or hug from families after assisting them place their loved ones at one of our residences.

Like Margie, Patricia Gaskell is also an Advisory Placement Consultant, and has been at Blue Cross for two weeks.

Patricia, or Trish, has held various jobs in her life, ranging from an air-hostess in New Guinea, to spending 20 years in a sales and marketing position in the medical industry.

After recently placing both her parents into Aged Care residences, Trish moved into the industry inspired to help families through what can be a difficult time and to make a difference to people's lives.

Seniors rock 'n' roll *relief*

Stories of loss and grief continue to emerge, as communities rally and count the cost of Black Saturday.



But for those at Blue Cross Waterdale Assisted Living – some of whom have been directly affected by the bushfires – a rock and roll extravaganza was the best prescribed medicine to kick-start the healing process.

Manager Christine Sneddon said the hostel's staff and residents had been directly affected.

"One of the residents lost her youngest daughter, son-in-law and two grandchildren, one staff member lost her home and another staff member who hasn't come back yet, was evacuated from her home three times but she and her family are fine," Ms Sneddon said.

"We've all been feeling pretty low and so it was to lighten things up and raise some money in the process."

Dressed to the nifty '50s, residents rocked their socks off, entertained by an Elvis Presley impersonator and took turns riding a Harley Davidson and a 1926 Hupmobile.

Resident Jean Heseltine, 78, said it was a "happy morning". "The Harley was going 'zooooom', very fast, but he (the driver) knew what he was doing. The trouble was getting out," Ms Heseltine said.

The brain behind the day's activities and fundraiser was lifestyle co-ordinator Margaret Doherty.

She was pleased to see a smile on so many faces and the support of the local community.

"All the local shops have given and the hotels have given, everyone has been very generous," Ms Doherty said.

By Karen Poh

Picture by Janine Eastgate

Published in the Heidelberg Leader 24 February 2009.



RESIDENCE PROFILE

BROUGHTONLEA

Located on Broughton Road, Surrey Hills, Blue Cross Broughtonlea is a multi-award winning modern residence offering 109 beds.

Currently undergoing a major furniture refurbishment, as well as upgrades to its manicured gardens, Broughtonlea can provide services to allow assisted living residents to age in place.

Meanwhile, Café Surrey provides a wonderful place for residents to spend time with family and friends, while Happy Hour around the piano on Friday afternoons ensures a fun start to every weekend.

Robyn McLean our Manager has made great changes at Broughtonlea and with the addition of new leisure and lifestyle staff, several new initiatives have been made possible, including a Breakfast Club, Men's Club, and craft groups. You are always welcome to come in and have a coffee.

VOLUNTEER PROFILE

Lance Campbell

75 years young, Lance Campbell has been a volunteer with Blue Cross Anglesea, virtually before the first shovel of soil at 5 Weir Street was turned over.

His passion for volunteering started in 1998, when he began working with Barwon Health, driving the resident bus and getting involved with the Dementia Program.

Lance now comes into the Anglesea residence on Monday, Tuesday and Saturday afternoons to have some fun with the residents, many of whom he has now known since day one.

Together with his lovely wife, Heather, Lance has two children, Ian and Lisa, and six grandchildren.

When asked if he had any hobbies, he answered, "Yes – volunteering."

This is our Lance, and we appreciate and thank him very much.



Community Care *Spotlight*

Our Community Liaison Manager, Joan Riley, helps clients and their families to navigate the often-complicated aged care system, ensuring that the transition from living at home to living in an aged care residence is an enriching experience.

For example, when one of our community clients recently had a fall at home, Joan was able to organise

respite for him at Blue Cross Hansworth. Turning a crisis situation like this into a positive outcome for the client and their families is what Joan finds most rewarding in her role. Alternatively Joan is able to organise help and support for clients when they return home after a respite or hospital stay. Providing assistance with domestic tasks such as meal preparation or personal care such as showering/bathing, rehabilitation programs or escorted travel. These

services give our clients a sense of comfort and support them to live independently at home.

Recently, when our client Mrs S was in need of podiatry, the Community Liaison Manager arranged for her to visit the podiatrist at Blue Cross Cresthaven every six weeks. Mr S, who accompanied his wife for her first visit, was so impressed he decided to have his feet attended to as well. Mr S now has regular appointments at Cresthaven and has suggested he would be happy to move into

Cresthaven residence when the time is right.

Another example is that of Mr N, a resident at Blue Cross Clevedon Terrace who often requires transport to medical appointments. Unfortunately, Mr N cannot rely on family support, so Blue Cross Community Care provided a care worker to accompany him.

To find out more about how we can help please call our fee advice line on 1300 786 857.

Our residences are located at:



Anglesea

5 Weir Street
Anglesea, VIC 3230
Ph: 5263 9300



Ashby

25-31 Ashford Street
Lower Templestowe
VIC 3107
Ph: 9852 0967



Autumdale

13 Eagland Road
Cheltenham
VIC 3192
Ph: 9583 7622



Broughtonlea

9-17 Broughton Road
Surrey Hills, VIC 3127
Ph: 9856 0999



Clevedon Terrace

405 Upper
Heidelberg Rd
Heidelberg, VIC 3084
Ph: 9458 4619



Cresthaven

1A The Avenue
E. Malvern, VIC 3145
Ph: 9573 4100



Darnlee

33 Lansell Road
Toorak, VIC 3142
Ph: 9804 7125



Gardenia

87 Argyle Avenue
Chelsea, VIC 3196
Ph: 9776 0799



Glengowrie

54 Box Forest Road
Glenroy, VIC 3046
Ph: 9358 4600



Hansworth

181 Hansworth Street
Mulgrave, VIC 3170
Ph: 8558 7500



Highgrove

79 Stevenson Street
Kew, VIC 3101
Ph: 9853 3570



Livingstone Gardens

39 Livingstone Road
Vermont South
VIC 3133
Ph: 9803 9111



Monterey

858 Pascoe Vale Rd
Glenroy, VIC 3046
Ph: 9304 5400



Riverlea

57 Intervale Drive
Avondale Heights
VIC 3034
Ph: 9325 4733



Silverwood

105 Porter Street
Templestowe
VIC 3106
Ph: 8846 4200



Springfield

40 Dorking Road
Box Hill, VIC 3128
Ph: 9898 9211



Tarralla

9 Jackson Street
Croydon, VIC 3136
Ph: 9726 2500



The Boulevard

70 Heaths Court,
Mill Park, VIC 3082
Ph: 9407 3200



Waterdale

250 Waterdale Road
Ivanhoe, VIC 3079
Ph: 9497 3166



Western Gardens

40 Anderson Road
Sunshine, VIC 3020
Ph: 8311 8888



Yarralee

48 Sackville Street
Kew, VIC 3101
Ph: 9816 9055