



Summer 2012

# Out of the Blue

2012 Believe it - Achieve it



## Message from the CEO



Carol Allen

### Celebrating life and having fun

**At BlueCross, we want to make sure that our residents and clients continue to celebrate life, wellness, and all their amazing achievements. This is why each year we bring residents and clients together with staff for our Extravaganza.**

Our theme this year was 'Hooray for Hollywood' and we relived some of the old movies that many of us grew up with. We celebrated as our residents and clients took centre stage, proving that age is no barrier to having fun!

Not everyone is able to attend the Extravaganza given the higher care needs of some of our residents. With this in mind, we decided to stream the event live into our residences this year, so everyone could watch the event as it took place.

The live streaming was well received and we plan to continue this for future Extravaganzas. We want to encourage staff and residents to participate and be involved even if they can't be there.

We also celebrated the 10th year of the United Nations International Day of Older Persons. As part of our commitment to providing the highest quality care, we pledged to ensure the wellbeing of older persons and to enlist their meaningful participation in society so we can all benefit from their skills, knowledge and experience.



Staff and residents from Yarralee arrive at the Extravaganza

### Our commitment to aged care services

A demographic revolution is underway throughout the world. Today, worldwide, there are around 600 million persons aged 60 years and over; this will double by 2025 and will reach virtually two billion by 2050.

With this in mind, we need to focus our attention on the needs and challenges faced by older people. Our residents and clients must have choices, be engaged and receive truly person-centred care.

Next year, BlueCross will celebrate our 20th year in the aged care industry. We have come a long way in that time, growing from a single residence to an organisation that supports more than 2500 people.



Residents from Waterdale take to the dancefloor

Now is not the time to rest on our laurels though. We are committed to further development and continuous improvement.

The next four years will be an exciting period for the organisation as we continue to support the growing and changing needs of the ageing population. We look forward to being able to share that journey with you all.

### Best wishes for the festive season

On behalf of the whole BlueCross team, I'd like to wish you all the best for the festive season. May you enjoy spending time with loved ones, and celebrating the new year.

2012 has been a wonderful year, and we are pleased to have been able to provide the exceptional care and support that we are known for to so many clients and residents across Melbourne.

We look forward to sharing many happy moments and successes with you all in 2013.

Carol Allen





## And the winners of our 2012 Extravaganza Competition are...



**1. Song Contest:** Yarralee, for their rendition of the song Somewhere Over the Rainbow, The Wizard of Oz

**2. Oldest Competitor:** Alice Rewel from Waterdale, The Boy from Oz

**3. Youngest Competitor:** Rod Dolheguy from Riverlea, The Greatest Show on Earth



**4. Mobility Decoration:** The Boulevard, Oklahoma

**5. Table Decoration:** Anglesea, Sweet Charity



**6. Individual Costume:** Jack Stone from Care At Home, Pirates of Penzance

**7. STARFish Award:** Darnlee, Pillow Talk

**8. Commendation on Preparation:** Silverwood, South Pacific



**9. Individual Dance:** Hansworth, Mary Poppins

**10. Team Costume:** Western Gardens, Joseph and his Amazing Technicolour Dreamcoat



*"I just want to thank all you for the wonderful day I had. The transport, venue, courtesy and entertainment were far beyond expectation. When I can no longer live on my own I feel very assured that ongoing care of a great standard is there for me. Thank you all, Gwen."*  
*Care at Home Client*

## Staff profile - Introducing Bridget Howes



Bridget began in her role as Regional Manager for the North region in mid 2012.

Bridget has worked in the mental health services sector for more than 30 years after starting her training at the age of 18. Much of her experience has been in England, where she grew up. In 2004 Bridget moved to Australia to work for Aged Persons Mental Health with the clinical speciality of Younger People with Dementia.

What was meant to be a two year stay has turned into a 10 year career here

in Australia. Bridget worked for APATT and the Aged Persons Mental Health Program in specialist roles before making the move to residential aged care.

She chose to work at BlueCross because she felt our ideologies reflected her own and that the people here were like-minded. She says, "There is an attitude of helping and supporting one another to get innovations off the ground at BlueCross."

Bridget has enjoyed getting to know the people she works with. In particular the

Residence Managers who all have one thing in common – they are committed to providing great resident care.

Moving forward Bridget will become fully involved in promoting wellbeing, care for people with dementia and applying person-centred principles to all areas of resident care.

And the highlight so far?

"Experiencing my first Extravaganza. After years working in aged care it was a joy to see the genuine enjoyment of residents and the full investment and commitment of all staff. This was great."

## Spotlight on *care* at home

We have a range of program options to suit your needs, including Private Services which can be accessed by all.

**The Care at Home Team would like to introduce and extend a warm welcome to Libby Woolfe, Private Clients Manager for Care at Home**

Libby began working at BlueCross in early October this year. As a Registered Nurse, most of her working life has been in the acute sector in a variety of roles, mainly cardio thoracic surgical in both clinical and managerial positions.

Libby comes to BlueCross from Cabrini, where she spent the last four years in Case Management. It was there that she developed a keen interest in the 'bigger picture'.

Libby says, "It became clear to me that a successful transition to home was vital in promoting both the physical and emotional health of those in the community needing assistance. Thus my association with BlueCross began!"

Libby manages the Private Client Services program for BlueCross Care at Home. She has been able to see firsthand that good care at home can promote independence, confidence and wellness.



Libby considers the challenge of her role to be keeping pace with increasing demand while continuing to provide quality care to clients who have increasingly complex care needs.

And the highlight of her time here so far?

"Providing a client with very complex care needs the opportunity, as was her wish, to return home."

Private Clients are those who self fund their care, be it for one hour per week or 24 hours a day. They can be living at home or within one of our BlueCross residences.

If you are interested in becoming a private client, Libby would love to take your call.

To find out how BlueCross Care at Home can help you, contact us on **1300 133 414** today.

## Accreditation Review

This year 18 of our residences underwent accreditation review by the Aged Care Standards and Accreditation Agency.

We are pleased to announce that all residences successfully achieved all 44 required outcomes.

The outcomes relate to four Standards: Management systems, staffing and organisational development; Health and personal care; Resident lifestyle; and Physical environment and safe systems. These standards are set by the agency and all aged care providers must meet them in order to provide aged care services.

Congratulations to Janet Lang, General Manager Quality, Alison Manning, Quality Manager Residential Services, Verity Leith, General Manager Residential and the operations team for all your work in ensuring this successful outcome.

## Falls Prevention

In September, BlueCross launched a Falls Management & Prevention Program. Our aim was to educate residents, families and staff on how to prevent the occurrence of resident falls and how to reduce the impact if a fall does occur.

Sadly, falls are often dismissed as 'a normal part of aging' or 'a person just not concentrating'. But at BlueCross, we know a fall is a symptom that something is not right. Every fall needs to be investigated and strategies should be implemented to minimise the risk to the resident.

Early indications show that our program is having a significant effect in reducing the consequences of falls, which means less harm is occurring to our residents if they do fall.

*" Falls are not meant to be a normal part of ageing, we can do something about it."*

As part of the program we also developed resource kits, which have been very successful in raising awareness of falls prevention strategies among staff, residents and families.

Residents have had some fun laughing at the posters reminding them about getting their vision checked or wearing correct shoes – but the message has been received and many are asking families to purchase more suitable footwear or for eye tests to be arranged.

Staff have enjoyed the activities and have commented that now they can understand some of the challenges facing our residents in navigating the environment safely and they have adjusted their care accordingly.

A formal evaluation of the project will be completed in April 2013 and we will communicate the outcomes with you.

We plan to re-invigorate this program every 6 months across all residences to ensure falls prevention and management is always 'front of mind' for all our staff, residents and families.

At BlueCross we are committed providing a safe and secure environment, minimising risks, while to promoting independence of residents in our care.

The success of this program has now been recognised in the sector with Verity Leith, GM Residential, invited to present on the topic of 'Falls are not a normal part of ageing' at the 2013 Better Practice Conference in Launceston.

*We are with you at all times, listening, engaging and giving you our attention*

## Staff Conference 2012: Be There

**This year the STARFish Principle 'Be There' was the theme for our Staff Conference. At BlueCross, Be There is about providing the best customer service in aged care.**

In August, we hosted the second annual Staff Conference at the Caulfield Race Course. Attended by more than 350 staff from across Melbourne, we got together to talk about best practice customer service and to celebrate staff who embodied the STARFish Principles.

Helping to facilitate these conversations were our speakers, Steve Aivaliotis, who spoke about how we can best manage having difficult conversations while maintaining a customer service and solution focus; Bernie McCarthy, who spoke about the importance of taking care of oneself in order to be able to provide the best care for others; and our keynote

speaker Ita Buttrose, who gave staff an insight into her experiences.

The event was emceed by Denise Drysdale, the Melbourne comedienne and television personality. Denise was very accommodating in posing for photos and kept staff entertained in between speakers.

The highlight of the day was our presentation for our STARFish Staff Recognition finalists and our Long Service Awards. (See column to the left for STARFish Finalists.)

Receiving awards for continuous service of more than 10 years were 38 staff from across central services and our residences.

Staff feedback on the conference has been very positive and so, we have already begun conversations about what we can do in 2013!

**Stay tuned for the DVD – out soon!**



Some of our Long Service Awardees



Our STARFish Finalists

*"It was great to see such a commitment to staff development and recognition, and to have such a wonderful range of thoughtful, moving, passionate and humourous speakers.*

*The fact that over 350 of your staff gave up their Saturday freely is a testament to their level of commitment and dedication to the people they serve."*

*Dr. David Sykes, Alzheimer's Australia*

## STARFish Awards

At our Staff Conference in August, we announced our STARFish Staff Recognition Award winners for 2012.

### The finalists were:

#### Residential

Rhett Hobs – Monterey  
Make Someone's Day

Jan Lindsay – Hansworth  
Make Someone's Day

Debra Sedley – Willowmeade  
Be There

#### Care at Home

Ann Riordan  
Be There

Sharon Mills  
Have Fun

Susan Duan  
Make Someone's Day

Susan Jensen  
Choose your Attitude

#### Central Services

Jennifer Aird  
Be There

Margaret Zarkadas  
Choose your Attitude

Sherryn McMeeken  
Be There

Monica Nathoo  
Make Someone's Day

#### STARFish overall winner

Penny Burgess – Tarralla  
Be There

Congratulations to all our finalists, by adopting the STARFish Principles you are making a positive difference at BlueCross.

For all BlueCross enquiries call **1300 133 414**  
[www.bluecross.com.au](http://www.bluecross.com.au)

  
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community & residential services

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