

Winter 2018

Out of the Blue

Message from Alan Lilly, Chief Executive



Welcome to the winter edition of Out of the Blue. I hope this newsletter finds you well. With our shortest day

behind us, those chilly winter mornings have already set in!

In this introduction, I'd like to extend an especially warm welcome to our new readers from SapphireCare. Following the merger between BlueCross and SapphireCare on 1 December 2017, this is our first newsletter being delivered to the residents and families across all our residences and BlueCross HomeCare. So, you will now see a selection of stories from BlueCross and SapphireCare as well as an introduction to the Sapphire Care Foundation.

I am pleased to report that we are making great progress on the merger as we now systematically work through the detailed integration of our policies, procedures and systems. It all sounds so easy writing about it but the impact of change in any of these areas cannot be underestimated. For example, we have a number of Information Technology systems in both companies and choosing the right one for the forward path takes much time, as we consider every level of detail. But it's also exciting, as we forge the path together.

Thank you to all our residents, families and staff for your support on our approach to minimising virus outbreaks and cross-infection during the winter months. As you know, this is an important focus of ours and especially so, on the back of the worst flu season in Australia just twelve months ago.



The children from the Children's Sanctuary in Cambodia, one of the charitable not-for-profit organisations the Sapphire Care Foundation supports (see page 2 for full story).

We have been well prepared for this year and following a commitment from the Australian Government, we now have mandatory flu vaccinations for all our staff. At the time of going to press, almost 60% of our staff have been vaccinated. That's a great result in our first year and the vaccination rate is rising. The single, most effective way to stop the spread of viruses is to wash your hands regularly and to use the special hand-wash on entering any of our residences. Thank you in advance for your assistance in this regard.

Our commitment to high quality care and service has again been rewarded with three successful accreditations in the past few weeks at BlueCross Tarralla, Sapphire Care Sheridan Hall Brighton and BlueCross HomeCare. Feedback following the surveys has been most encouraging and I am pleased to report 100% ongoing compliance.

We have also had two more Consumer Experience Surveys undertaken at BlueCross Tarralla and Sapphire Care Sheridan Hall Brighton and scored an amazing 95% at Tarralla and 98% at Sheridan Hall Brighton. Carried out independently by the Australian Aged Care Quality Agency, these latest results now increase our rolling score to 92% – we're really proud of that but always looking at ways to improve.

Also, I am very pleased that in our latest staff satisfaction survey, our average rating across the company was 80%!

Our building program continues with work underway at BlueCross Box Hill and BlueCross East Malvern. Our new Box Hill residence will open in October 2018 and East Malvern in late 2019. In HomeCare, we are seeing an increase in the number of clients, which is consistent with the Government's commitment to care at home and we're delighted to be part of this plan.

As we move forward with our merged company, the Board has recently approved a review to determine whether or not we maintain our current brands. If you would like to participate in a forum on this or complete an online survey, we would love to hear from you. Please send your contact details by email to Kay Wignall at KayW@bluecross.com.au and we will confirm your interest with you.

Well, that's it from me. Our leadership and management teams are happy to assist at any time and if you are unable to manage concerns at a local level, please feel free to email us at office@bluecross.com.au and we will respond.

Alan Lilly

Building camaraderie in Monterey's Men's Shed

The Men's Shed at BlueCross Monterey – a dedicated space for male residents – was reopened in May following a refurbishment as part of the home's redevelopment.

Leisure and Lifestyle Assistant, Rhett Hobbs says, 'The Men's Shed is important for our male residents as it gives them a place to relax while doing activities that are specifically tailored to their interests, capabilities and needs.'

It keeps the men physically and socially active, and we are seeing benefits extending to improving overall wellbeing and engagement.'

Rhett ensures that everyone can participate regardless of their skills or physical strength as they work on projects as a team.

Some of the items they have made are mini planter boxes, bird feeders, jewellery boxes, treasure boxes and small wooden cars that are donated to the Royal Children's Hospital Foundation.



The Men's Shed program was recognised with a Better Practice Award from the Australian Aged Care Quality Agency (AACQA) in 2014. It is designed to foster social participation, sharing of knowledge and life experiences, as well as maintaining and building new skills.

Resident, Gary, says, 'The Men's Shed is great, it keeps us busy and we get to use our hands.'



Sapphire Care Foundation: Making a difference

The Sapphire Care Foundation supports established not-for-profit organisations that are making a difference to the lives of vulnerable people in their communities with real world outcomes.

The Foundation currently supports four diverse organisations, each with a different focus but all with the same goal of genuinely helping people who need it most. In this edition, we'd like to introduce the Children's Sanctuary.

This organisation was founded in 2007 by Ballarat couple Dr Andrew Clift and Dawn Cornish to provide a place to care for abandoned and orphaned children in Siem Reap, Cambodia.

The Children's Sanctuary offers a warm, loving home and healthy environment to young children, who are cared for by live-in nannies. In the home, the children receive nutritious food, proper

healthcare, an education, as well as outings and the basic warmth and care one needs to thrive.

'What we are doing at the Children's Sanctuary is giving these kids a future,' says Dr Andrew Clift. 'The opportunities provided to the children ensure they can choose their destiny.'

The Foundation has provided the Children's Sanctuary with funding for a full-time teacher, educational resources, stationery, shipment of medical supplies and currently fully sponsors four of the children.

Members of the Foundation's board and committee regularly visit the Children's Sanctuary to volunteer and meet with the children.

To learn more or donate, visit sapphirecarefoundation.org.au or email info@sapphirecarefoundation.org.au



Happy 1st birthday to BlueCross Ivanhoe

BlueCross Ivanhoe celebrated its first birthday on 8 May. Formerly known as BlueCross Waterdale, the site was redeveloped to provide a true ageing in place residence to cater to the needs of the north east Melbourne community.

They celebrated one year since the day the doors reopened with a party for residents, staff and families.

Sapphire Care Oakleigh's 2nd birthday

Sapphire Care Oakleigh hosted a second birthday celebration for residents and staff recently.

Everyone danced and sang along to well-known songs and of course happy birthday to the home, before enjoying a delicious three-course meal. The room was filled with the sounds of music while people enjoyed a glass of wine and chatting with each other. The evening was enjoyed by all in a very classy way.



We're serious about infection control

Looking after the health of our residents is serious business, that means asking everyone to be vigilant about flu and gastro viruses. We have strict infection control protocols that are implemented when needed, to minimise the spread of infection, protect residents and staff and resolve outbreaks quickly.

Please consider how you can help us stop the spread of infection:

- Get vaccinated – the flu shot is now available, speak with your GP
- Practice good hygiene and refrain from visiting when unwell



From the battlefields to the seas and home again

Our HomeCare services include the Department of Veterans' Affairs (DVA) Nursing Program, which provides support to those who have served our country. They say everyone has a story, and our clients have some of the most remarkable to share.

Norman Maddock OAM has been a DVA client of BlueCross HomeCare since 2011 and we'd like to share his story.



At 95 years of age, Norm lives with his wife in their home of many years. As a 17 year old, Norm was a young man just starting out on life's adventures when he joined the army during the Second World War.

He began his service with the 2/7th Australian Infantry Battalion. He fought in the battles of Bardia and Tobruk before being deployed to Greece to resist the German advances.

The majority of the 2/7th were evacuated from Kalamata on the evening of 26 April 1941 aboard the troopship Costa Rica. However on the following afternoon the ship was attacked at sea by German aircraft, but fortunately Norm and all on board were rescued by British warships.

The 2/7th were next deployed to Crete, where the battalion took part in the Battle of Crete and then played a critical rearguard role covering troops as the Allied Forces retreated. Consequently the 2/7th were left behind and captured as prisoners of war.

For Norm it was a different story, for he managed to escape to sea. Afloat on a raft, he drifted for about ten days before he was rescued and made his way to the North African coast by sea.

His life post-war has been one of continued service, particularly to Victorian tramways. He was a very proud union official, involved in the planning and development of Melbourne's tram and bus system in the 1980s as well

as establishing the Malvern Tramways Museum in the 1990s. For this work he was awarded the Order of Australia Medal in 2007.

Through the DVA Nursing Program and Norm's Home Care package, BlueCross HomeCare is proud to be able to provide the right combination of care and support services to allow him to continue to live in his own home.

'BlueCross HomeCare management are excellent people and nothing is a problem for them and it is always a pleasure to deal with them as they are very caring,' says Norm. 'My carers are very good and I think BlueCross has made a wonderful difference to my life.'



For more information on our range of HomeCare services, please contact our HomeCare team on 1300 133 414.

Celebrating our centenarians across our residences

Proving age is just a number, we recently had four of our residents celebrate their 100+ birthdays.

Lily Eltringham's 103rd birthday was celebrated on 1 May with family and friends.

Lily said she never ever thought she would make it to 103. She said with a smile, 'I have no secrets – it just happened – I don't get any say in it!'



Lily is an active resident at BlueCross Hansworth, joining in many of the activities, reading novels and exercising daily.

She meets up with a friend to walk to the dining room where she is very social and especially welcoming to new residents. Lily is an amazing lady and we are lucky to have shared this event with her!

Katie Woods celebrated her 102nd birthday with cake and a party at BlueCross Livingstone Gardens.

Katie was married to her late husband, George, for 43 years and they had five children. Today their family has grown to include 13 grandchildren and 16 great grandchildren!

Katie loves listening to Bing Crosby and says her secret to living a long life is not drinking or smoking and always eating healthy food.



Mary Muscat turned 101 and celebrated with a '101 Dalmatians' themed party.

Staff and residents at BlueCross Riverlea joined Mary and her family at her amazing black and white '101 Dalmatians' celebration.



Dean Sands entertained all of us with song and banter; we couldn't resist booking him for this event after he performed at Mary's 100th birthday.



The kitchen staff did a wonderful job of making 101 cupcakes decorated with white icing and black dots, and the staff all dressed in black and white.

Shirley Dally turned 103 on 10 May and marked the occasion with a special celebration.

About 50 residents at BlueCross Willowmeade helped Shirley celebrate this momentous day!

Shirley was accompanied by her son and daughter-in-law for the day. They all enjoyed the afternoon's party, finishing off with a wonderful chocolate cake and a rousing rendition of Happy Birthday.



Stories from the residences



Entertainment and High Tea

Residents at Sapphire Care The Gables in Camberwell were recently entertained by a performance from senior Chinese dancers from Springvale.

One of the staff at the residence, Sandra, is part of this group so it was a delight to see her perform and residents loved the bright costumes worn by the performers.

Our residents have since expressed an interest in learning Chinese dancing.



Our First floor residents and families were also treated to a special High Tea in June. More than 45 residents and families had a great time indulging in delicious petit fours, ribbon sandwiches, and scones with cup of tea.



Student placements – our future workforce

Julie and her team from BlueCross Chelsea Manor recently hosted eight Enrolled Nursing students from Skills Training Australia to complete their clinical placement.

Julie said, 'These students and their facilitator are amazing. They all embraced the BlueCross principles of choosing a great attitude, having fun, being there and making someone's day.'

The residents enjoyed having the students in their home, and four of the students are now employed at BlueCross Chelsea Manor as carers. These young students will surely gain a wealth of experience working with the BlueCross team while also developing skills that will enhance their nursing experience.



Resident artist at Sheridan Hall

91 year old Paula, a resident at Sapphire Care Sheridan Hall Caulfield, loves to paint and is something of an artist. Our other residents are happy to pose for Paula to paint their portraits, including Lily (pictured below), our resident centenarian at 103 years old!



Wedding vows renewal

BlueCross The Boulevard recently hosted the renewal of Leisure and Lifestyle Assistant, Kathryn's wedding vows to her husband Dave. Kathryn wanted the residents to be a part of her 'big day' and as it wasn't possible to get so many residents out to a celebration, Kathryn brought the event to them.

Residents were invited to be part of the preparations, from bouquet-making and bombonieres through to the wedding gift presented to the lucky couple.

A local Pastor led the ceremony, with residents decorating the aisle with rose petals and participating as Kathryn's bridal party. The reception was then held with the throwing of the garter and bouquet, cutting of the cake, speeches and a beautiful bridal waltz. One big happy family celebrating a heart-warming day!



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Care Opinion is an independent website where people can share their care experiences. If you have feedback you'd like to share, please visit: www.careopinion.org.au

All feedback shared is responded to by BlueCross | SapphireCare Chief Executive, Alan Lilly.

For all enquiries call **1300 133 414**

www.bluecross.com.au
www.sapphirecare.com.au

BlueCross community & residential services **SapphireCare**

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