

Autumn 2016

# Out of the Blue

2016 Chase Perfection, Capture Excellence

BlueCross  
community & residential services

## Message from the CEO



Craig Bardrick  
Acting CEO

For 2016, we have chosen the slogan of 'Chase Perfection, Capture Excellence'. This year, we are focusing on our commitment to excellence; and by aspiring to perfection in all we do, we will continue to improve, innovate and deliver exceptional services.

'Chase Perfection, Capture Excellence' is an adaptation of a quote from Vince Lombardi, an American football player, coach and executive, who said, 'Gentlemen, we are going to relentlessly chase perfection, knowing full well we will not catch it, because nothing is perfect. But we are going to relentlessly chase it because, in the process, we will catch excellence. I am not remotely interested in just being good.'

At BlueCross, we too are not satisfied with simply being good; because if we are striving for perfection then we know the people supported in our residences and through Care at Home are receiving the very best we have to offer. So this year, we ask our staff to explore their vision for an even better BlueCross. This pursuit of perfection creates an environment of innovation, improvement, creativity and positivity.

Many of our innovations have been borne out of our commitment to service excellence. This isn't a new idea for BlueCross but, for 2016, it is our focus.



BlueCross Livingstone Gardens residents enjoying happy hour in the residence's bar.

To foster and explore ideas for improvement, ideas that will bring us one step closer to perfection.

The STARLife Dementia Care program is one such idea that has become an organisation-wide innovation that is changing the way we deliver care. The STARLife program has improved the way we provide care for people living with dementia and thus is improving their quality of life.

Another way in which we are chasing perfection is through the development of new aged care residences across Melbourne. Each new residence we develop and build takes in key learnings from the last, the positive response to Livingstone Gardens is evidence of this. As people change and age, what they are looking for in aged care will continue to evolve. We need to listen to the community and our clients to continually innovate and improve.

Thanks to the enthusiasm, dedication and expertise of our staff, we will continue to create programs and build residences that positively impact the lives of our residents, clients and staff. And, at the end of the day, this is why we are aspiring to perfection.

### A new era for BlueCross

2016 also ushers in a new phase for BlueCross, with Managing Director and co-founder, David Eccles, making the choice to step down from his role as Managing Director. David will continue in his role as Chairman of BlueCross' Board of Directors, which will enable him to continue to provide us with strategic direction and oversight.

When making his announcement David said, 'I would like to thank everyone at BlueCross for your support and dedication. It has been a thoroughly rewarding and enjoyable experience to oversee the business for the last 20+ years. We have touched so many people's lives and in return they have touched my life. It has been an honour and a privilege to lead the dedicated people who work for BlueCross.'

In return, we would like to thank David for his vision and commitment to not only BlueCross but to the aged care industry as a whole. His leadership has seen BlueCross exceeding expectations in the delivery of quality aged care time and time again. We wish David all the best and look forward to what 2016 will bring.

Craig Bardrick

# Our Developments – creating an even better future

BlueCross is committed to supporting healthy ageing and providing appropriate aged care services; as part of this commitment, we are investing in the development of new residences and the partial redevelopment of existing residences to cater for the growing demand for quality aged care both now and into the future.



## BlueCross Livingstone Gardens in Vermont South

Opened in 2015, this state-of-the-art residence currently offers 150 beds for residents. Livingstone Gardens also features a café, cinema, beauty salon, library, private dining room, luxurious indoor living, terraces and courtyards and much more.

Due to high demand, the second stage of development at Livingstone Gardens has commenced. When complete an additional 60 rooms will be available to provide more places to better accommodate the ageing community.

Development is expected to be completed in late 2016.



## BlueCross Monterey in Glenroy

Monterey is undergoing renovations to improve the residence and make it an even better place to live. Once complete mid 2017, the residence will boast a new streetscape, more parking, fresh paint and carpet, 43 additional rooms for residents, new sitting areas with garden access, new dining and lounge spaces and more activity spaces – all to support a more engaged and comfortable lifestyle.

The residence is still operating and we are continuing to provide the best care to our residents while the changes take place.



## BlueCross Waterdale in Ivanhoe

When complete in early 2017, Waterdale will offer 178 large single rooms all with a private ensuite for residents, as well as a café, cinema, beauty salon, landscaped outdoor spaces, luxurious indoor and outdoor living and much more.

This ageing in place residence is designed to support residents as their needs change and will also offer a secure memory support wing for people living with dementia.



## BlueCross Springfield in Box Hill

The new BlueCross Springfield will be an ageing in place residence designed to support 221 residents. Expected to open in late 2017, it will also feature a cinema, café and indoor and outdoor spaces to support an active social lifestyle. Residents' rooms will be oversized from 20 m<sup>2</sup> plus a private ensuite.

Springfield will offer our STARLife dementia care program within a secure environment designed to enhance the lives of people living with dementia.

## BlueCross staff participate in LGBTI inclusivity training

Building skills in supporting people who identify as Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI)

At BlueCross we strive to create a culture that recognises, respects and celebrates diversity. In line with the National LGBTI Ageing and Aged Care Strategy, BlueCross has embraced initiatives associated with building inclusive practices. As part of this, BlueCross is running LGBTI training to better inform staff of the challenges facing the LGBTI community and how we can better support their specific needs.

This training is an extension of our person-centred

care philosophy, which focuses on the unique needs of each individual. We recognise the aged care we provide needs to responsibly, discreetly and respectfully meet the needs of each resident or client, inclusive of the LGBTI community.

Moving forward, BlueCross will continue to educate staff, enhance our skills and knowledge, develop resources and raise awareness of inclusive professional practice. This will be done through collaboration and engagement with relevant community groups, organisations, and government agencies.

# BlueCross Care at Home

Supporting people to continue living in their own home as their care needs change.

Recently we had the privilege of celebrating two of our clients' 100th birthdays. Becoming a centenarian is a very special milestone, and thanks to the great care and services now available in the community, more and more people are able to celebrate this event in the comfort of their own homes.

Lawrence Griffiths and Marie Parkin, celebrated their 100th birthdays in the same week in February. Our nurses have shared a little insight into these special occasions with us.

Jacqui is a community nurse who looks after Lawrence Griffiths. 'Lawrence enjoyed weekend celebrations for his 100th birthday with family and friends, including his son who travelled down from Queensland to be there.

'Lawrence is a big cricket fan so he was

very keen to show me his new cricket bat signed by family and friends, '100 not out'.

'He had such a good party and was given many gifts of his favourite treats – fruitcake and whisky!'

Marie Parkin also celebrated her 100th birthday on the weekend. Community nurse Amanda visited the next day.

'Marie had a lovely party with 60 of her close family and friends and enjoyed all the visitors and gifts. She even had her gold paper 'birthday girl' crown on when I arrived on Monday.'

Both clients and their families expressed their sincere gratitude for the support provided by BlueCross, which enables them to remain in their own home. 'BlueCross is absolutely fantastic in the support they provide'.

Happy birthday to Lawrence and Marie!



Lawrence with nurse Jacqui



Marie with nurse Amanda

Contact BlueCross Care at Home today to discuss the solutions that you need to stay in your own home.

☎ 1300 133 414

🌐 [www.bluecross.com.au](http://www.bluecross.com.au)

## Marjorie Cooke becomes a supercentenarian

On 5 January 2016, Marjorie Cooke celebrated her 110th birthday at BlueCross Cresthaven. Marjorie is the first BlueCross resident to reach this tremendous milestone and become a supercentenarian.

Worldwide there are only a few hundred supercentenarians, so reaching this age is a milestone worthy of great celebration. And a great celebration is certainly what Marjorie had when family and friends gathered at BlueCross Cresthaven to mark the occasion.

The party even became big news across Australia with various news outlets attending to cover the story. Flowers arrived from the local Mayor and MP; and even the Melbourne Seafood Centre, who learnt that Marjorie's favourite treat was prawns, delivered a box of their best for her to enjoy.

Marjorie's sons Lyell and John, value the staff and community at Cresthaven. 'They have been like a second family to Mum, and I am really grateful to them for the care and attention they have given her,' said Lyell.

Lifestyle Assistant, Bidy, also attended the celebrations. 'I have worked at Cresthaven since Marjorie's arrival in 1998. She has become very special to me and I cherish her friendship.'

Marjorie's fondest memories, besides raising her two sons, are of the travelling she did on three international trips in the 1950–60s. She visited Europe, America, Lebanon, Persia, Iran and Pakistan.

Marjorie credits her longevity to having a positive attitude.

L-R: Marjorie and her family; Marjorie in her youth; Cresthaven Residence Manager, Kendra Daly, cuts the cake with Marjorie



## Karina Grove residents visit the Aviation Museum

Residents from BlueCross Karinya Grove enjoyed a nostalgic tour of the National Aviation Museum at Moorabin Airport recently. They had the opportunity to view a rare collection of large and small Australian aircraft.

For resident Graham Bancroft, a former fighter jet pilot, the tour brought back many memories from his flying days. With great enthusiasm, Graham took Peter Savage, Karinya Grove's Leisure and Lifestyle Coordinator for a flight in the simulator.

'It just meant so much to Graham to fly a plane again and it was so amazing listen

to stories about his flying adventures. It really was as if it were only yesterday that he had flown an aircraft, as he pointed out and explained to me what all the controls did,' Peter said.

Another resident, Frances Samsond, discovered a coincidental connection to one of the tour guides; as they discussed the past, they realised that Frances' husband worked with the tour guide's father in Air Traffic Control at Essendon Airport in the late 1950s.

It was a fantastic day out for everyone, and gave a little bit more insight into the lives of some of our residents.



Graham Bancroft inside the flight simulator



Residents at the National Aviation Museum

## Cresthaven's Veronica Wood celebrates 100th birthday

Continuing BlueCross Cresthaven's run of milestone birthdays – Veronica Wood recently celebrated her 100th birthday surrounded by family, friends and fellow residents.

Her son Alan gave a wonderful speech reflecting on the significant moments in his mother's life. At the age of 14 Veronica began working as a tailor at Cannes Fashion store in Melbourne.

In 1940, Veronica married Doug, a soldier who fought in New Guinea. Together they had three sons, who still remember the difficult times after the

war, but also remember their mother's resilience. Veronica used to put her tailoring skills to good use making clothing for her sons from the fabric of their father's khaki army uniform.

Later in life, Veronica and Doug enjoyed travelling abroad and taking trips around Australia to buy seeds for their farm, making many friends along the way.

Veronica also saw the importance of charity, dedicating much of her time to raising money for good causes.

We wish Veronica a very happy birthday!



Veronica Wood blowing out the candles of her birthday cake

## Highgrove's culinary journey to China

Residents of BlueCross Highgrove celebrated the Chinese New Year, with a special culinary and cultural experience.

We welcomed the Chinese Masonic Society of Melbourne, who performed a traditional lion dance, with an eight foot tall colourful red and gold lion! The charming lion nudged up to residents, battering its eyelids, then offered blessings in the form of oranges and lettuce leaves.

This was followed by a beautiful meal prepared by the hospitality team. The dining room was furnished with Chinese decorations, staff wore Cheongsam traditional dresses while they served tea and a Yum Cha lunch. Residents enjoyed an assortment of traditional dumplings, wontons, Peking duck with sago and mango pudding for dessert. The meal was finished off with prawn crackers and Chinese fortune cookies, filled with fun predictions for the future.



Highgrove residents enjoying Yum Cha

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