

July 2017

Out of the Blue



BlueCross
community & residential services

Message from the Chief Executive



Alan Lilly,
Chief Executive



BlueCross staff eagerly await their first guests at the BlueCross Ivanhoe Open Day

Welcome to the winter edition of *Out of the Blue*. It's always a great pleasure to write the introductory message to our most widely read BlueCross paper publication and to take the opportunity to keep you informed of what's happening in and around BlueCross.

We certainly have lots of changes across our residences and in the growing range of HomeCare service available to our community clients. BlueCross Ivanhoe opened in the first week of May and was preceded by an amazingly successful public open day in the lead-up to the formal opening. We had "Mann about Town", 3AW presenter David Mann with us for the day and he was providing listeners with live-cross updates on what was happening on the ground.

More than two thousand people came through our doors and we made lots of coffee and cooked lots of sausages too! In true BlueCross style, there was lots of food and lots of fun.

There are 178 beautifully appointed guest rooms and suites and already, almost seventy people have made BlueCross Ivanhoe their home. Then, at the end of May, BlueCross Cresthaven in East Malvern closed for a major renovation and we now look forward to the new residence opening in late 2019. I am delighted to say that all but three residents relocated to another BlueCross residence such was the high level of satisfaction and confidence in the level of service and care provided.

A major expansion is now nearing completion at BlueCross Monterey in Glenroy and BlueCross Box Hill is well underway and due to open in mid to late 2018. It's all happening at BlueCross! I have no doubt that these developments and our program of significant refurbishments will continue to meet the needs of our ageing population.

It is now estimated that by the year 2055, there will be more than 2 million people over the age of 85 years and with increasing age, we know that the

demand for our services is on the rise too.

On another note, you may recall that in a previous edition, I wrote about seeking feedback on the care provided and the level of satisfaction in this regard. We are about to test our new technology with staff satisfaction and once that has been completed, we will undertake a trial with resident and carers too.

In the meantime, we welcome your feedback at any time. And on a final note, I just want to let you know that we are working very hard to eliminate the use of casual agency staff and I'll share more about that and our successes in the next edition of *Out of the Blue*. In the meantime, thanks for your ongoing support and commitment to BlueCross.

Kind regards,

Alan Lilly

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enriching *lives*



BlueCross Ivanhoe is NOW OPEN



The BlueCross Ivanhoe Open day was enjoyed with music, entertainment, barista made coffee, Greek doughnuts and a very popular sausage sizzle! Well known 3AW radio presenter, 'Mann about town', David Mann made a special visit to BlueCross Ivanhoe and had these things to say about the new home "BlueCross Ivanhoe is quite remarkable...I found out that years and years ago that it was an old milk factory. Who told me that? One of the locals. The fixtures and fittings are beautiful and are all tailored for us as we grow older".

Visitors were taken on guided tours of the stylish residence which features 178 spacious rooms, a dedicated memory support area, a men's shed, beautiful gardens, communal entertainment areas, hair and beauty salon, day respite centre as well as allied health services.

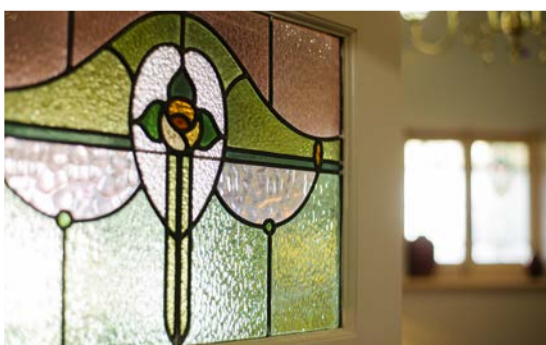
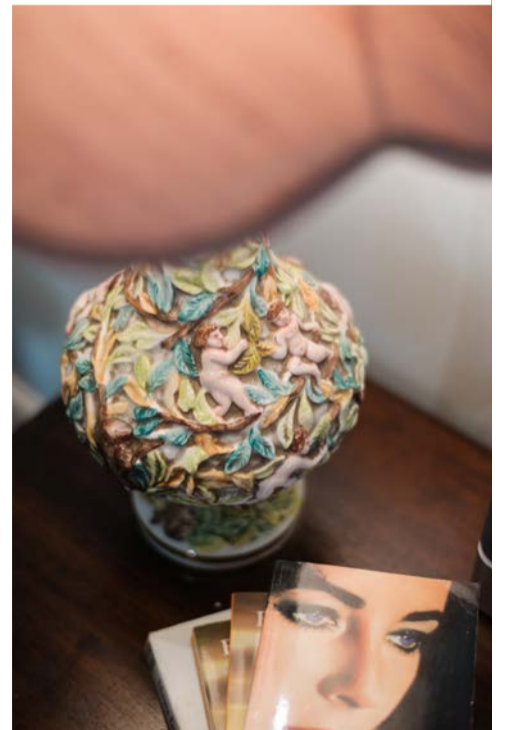
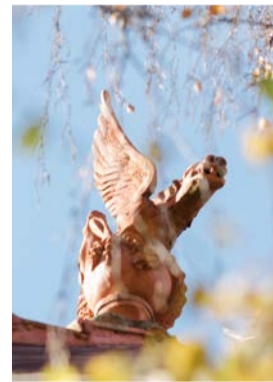
BlueCross Ivanhoe's first resident Bonnie Moody was also recently welcomed to BlueCross Ivanhoe by staff and local MP Anthony Carbines, the State Member for Ivanhoe. Although for Bonnie this felt more like a return home after some major renovations! Bonnie lived at the original residence for over 20 years before it was decommissioned for redevelopment in 2014. Bonnie said she enjoyed the relationship she had with staff and other residents and was glad she could maintain her independence by walking to the local shops. Both the staff and Bonnie couldn't contain their excitement and celebrated with some morning tea and scones. Welcome back Bonnie!

For those who didn't make it to the Open Day, but have questions about BlueCross Ivanhoe or would like a private consultation, call us on 1300 133 414 or email clientrelations@bluecross.com.au

Vale BlueCross Cresthaven

We recently saw the closure of BlueCross Cresthaven in Malvern East as it was prepared for redevelopment. Residents and staff reflected on years of fond memories, whilst they prepared for new ones. Looking back through the records, BlueCross Cresthaven was officially opened by well known politician Peter Costello, AC on 21 August 1998. All Cresthaven residents have found new homes, including one of the world's oldest people, 111 year old Marjorie Cooke who moved to her new home at BlueCross Chelsea Manor. Marjorie arrived in a stretch limo, accompanied by her family and carers from BlueCross Cresthaven. A group of very excited Chelsea Manor residents and staff gathered around to welcome Marjorie with flowers, balloons and lots of smiles! Residence Manager Julie D'Arcy said "We're thrilled to welcome Marjorie to our community and we're all really looking forward to getting to know her."

Many of the unique features of BlueCross Cresthaven will be carefully retained, and thoughtfully incorporated into the new residence being built. This includes details like the clay gargoyles, beautiful led lighting and memorabilia. The new BlueCross Malvern East is expected to open in late 2019.



BlueCross HomeCare

How we support your independence and choice

Helping older Australians stay in their home for as long as possible, is a vital part of aged-care services.

Paula, is one of many people who use BlueCross HomeCare services to provide her with the extra assistance she needs at home.

Paula has been a BlueCross client for seven years and continues to choose BlueCross for personal care, domestic assistance as well as regular social outings.

As a huge fan of Elvis, Paula really wanted to attend a Vegas themed Elvis show. This was no issue for her BlueCross carers who arranged and attended the show with her. "Paula had such a wonderful time, you should've seen her smile, it literally lit up the room. It's so great to be able to help clients get out of the house and continue to do the things they enjoy, it's just so much fun for them and for us" said her carer.

"Paula has tailored her care to enable her to continue living at home and doing the things she loves in the community" said Sarah Hughes, Manager Care Coordination and Personal Carer Workforce.



The federal government funds HomeCare services and packages that assist people to remain at home. Recent reforms to HomeCare packages give the client greater control over how

their funding is spent. For those who are considering HomeCare, there are a range of services available some of which include:

- assistance with dressing or showering
- help with domestic tasks
- shopping
- meal preparation
- medication monitoring
- transport to your appointments or community events
- social activities.

For clients, it's so important to let your service provider know about the things that are important to you, what you enjoy, and the things you wish to continue doing. Our job is to help clients get the most out of their HomeCare package and support their independence and choice.

For further details and bookings, please contact our HomeCare team on **1300 133 414.**

How our leisure and lifestyle program enriches lives

Leisure and lifestyle staff have an incredibly important role when it comes to enriching the lives of our residents. Here's a look at some of the activities available year-round at BlueCross.

"We're always thinking of new ways to promote physical activities" said Carol Fanning, Leisure and Lifestyle Coordinator at BlueCross Hansworth. Exercise group, walking, chair chi, chair dance, active games and drumming circles are just some of the fun ways that we encourage active lifestyles.

"We also welcome new ideas and suggestions from residents about activities they'd like to do" said Carol Fanning. Encouraging choice, input

and feedback is key to ensuring that residents remain connected to their community, interested and engaged.

Keeping your mind healthy and active is equally important, with staff regularly arranging activities like quizzes, trivia, reminiscence activities, armchair travel, art classes and much more. Ongoing planned activities such as pet therapy visits, library visits, pastoral care, BlueCross volunteers, regular outings and more, ensures that the residents remain connected to their broader community. At BlueCross Hansworth residents are currently taking part in an initiative to create beds for the lost dog's home and knitting for KOGO (knit one give one) for those in need.

For residents living with Dementia, the BlueCross STARLife program offers a range of sensory stimulation through activities that focus on touch, smell, sound, taste and visual. This supports the individuals physical, cognitive and social abilities in a relaxed environment. This includes virtual reality headsets which are available at every BlueCross Home. The Halycon room at BlueCross Ivanhoe, uses music, colour, light and video to create an immersive sensory experience. This space is designed to promote relaxation, meditation, wellness and comfort.

Our extensive range of leisure and lifestyle activities support residents to lead active and happy lives - focusing on what they can and wish to do, not what they can't.

Have suggestions that will make your leisure and lifestyle program even better? Get in touch with your Leisure and Lifestyle Coordinator and let them know your ideas.



Halycon room at BlueCross Ivanhoe

At our residences

Gardenia's boating adventure

On a warm and sun filled winter afternoon, Gardenia residents and staff enjoyed a leisurely boat trip around the bay and Patterson River.

For resident, Mavis Forbes this boat trip was the first time she'd been on a boat since the 1950's. The boating trip brought back many wonderful memories for Mavis and her smile said it all.

With the breeze blowing in their hair and smell of the seawater and sounds of seagulls, the residents and staff took the time to enjoy the beautiful scenery and experience of being on the water.

The hungry sailors stopped for coffee and cake at local cafe that overlooks the bay. They chatted about their next boating trip as they watched the other boats go by. The leisure and lifestyle team have already started planning their next boating adventure.



When the farm visited Autumdale

The residents at Autumdale recently had some incredibly cute visitors hop, crawl and skip into their home. Two lambs, a cheeky goat, an enormous but gentle farm dog, a turtle, a lizard, a few guinea pigs, two chickens and three very friendly rabbits became good friends with the residents and staff.



Enid celebrates 100th birthday at Scotchmans Creek

We always enjoy celebrating the special moments and milestones in our resident's lives. At BlueCross Scotchmans Creek we recently hosted a special afternoon tea for the wonderful Enid Dowling, who celebrated her 100th birthday.

Much thought and time was put into making Enid's day an incredibly special and memorable one. "We just wanted Enid to feel extra special on her 100th birthday" said Allison Barlow, Leisure and Lifestyle Coordinator. The lifestyle team arranged for flowers, balloons, a card and a beautiful cake to be made especially for the occasion. The hospitality team created a delicious jam and cream sponge cake, shaped into the number 100.

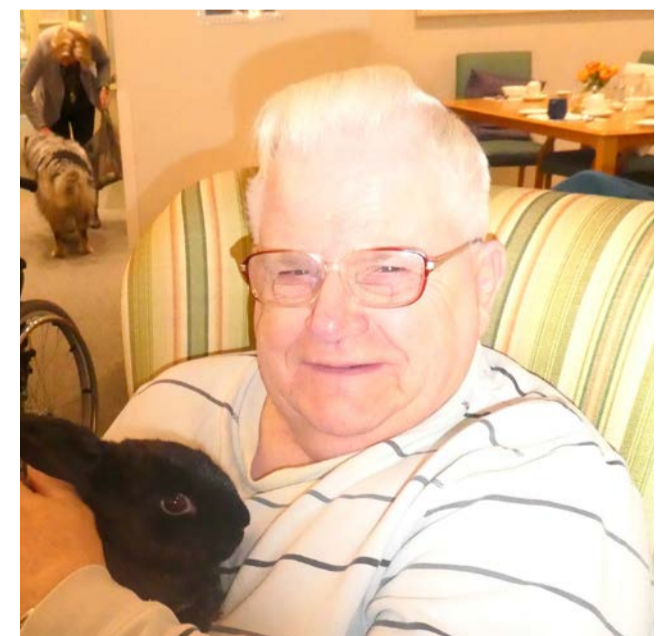
Enid's family came in with more flowers and gifts. At lunch time the community at Scotchmans Creek, family and friends then serenaded her with the Happy Birthday song.

Enid was delighted to spend her special day with her family, friends and the community at BlueCross Scotchmans Creek "Everything is just lovely, I'm so happy" said Enid.



Everyone took turns at patting or holding the animals. The residents absolutely loved the experience and can't wait for the farm to visit again!

Crowd favorite were the two very vocal lambs, whose loud bleating and super happy hops for joy made everyone laugh!



For all BlueCross enquiries call **1300 133 414**

or go to www.bluecross.com.au



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