

THE BEACON



Dear Friends,

MESSAGE FROM THE EXECUTIVE CHAIRMAN

Winter 2022 has arrived – and it's still raining! Well at least in our Queensland regions. We have not built an ark yet, but it may be on the agenda. Indoor activities may well be on the increase though with a wet winter forecast, and a timely reminder for our vigilance re flu precautions again. Meanwhile Covid, whilst considered with some 'normality' in the wider community, is continuing to be monitored closely in the BallyCara community across all our regions as we maintain vigilance and processes to protect all our Residents, Clients, families, staff, and community.

Well we now know the result of the federal election. Irrespective of who is allocated particular Ministerial portfolios we will seek to engage constructively regarding issues affecting older people and the intended reforms to the aged care system. No doubt there will be further changes to the policies and systems relating to older people, care, services etc and we will seek to provide you with accurate information of any significant changes. In the interim never hesitate to be in touch with us if you have any questions. At BallyCara, **you** are our priority, and whilst this newsletter shows many of our activities and interactions with you, our dedicated BallyCara teams are also always active 'behind the scenes'.

Some of these activities include: practices for recruitment and retention of dedicated staff; implementation of new systems; education & training; compliance & reporting with regulatory requirements; monitoring of aged care reforms; planning; grant applications for support of new initiatives for community benefit; facilities management; budgets/finance; cyber security to name a few.

I gratefully acknowledge these wonderful efforts of our team involved in both our interactions with you and our 'behind the scenes' work as part of our ongoing commitment to inspiring healthy and happy living.

Wishing you winter warmth.

Marcus Riley



Deaf Art & Craft Group 2022



Introducing to you, Helen. Helen has worked as a catering assistant in Residential Care for over 20 years and has been deaf most of her life.

Her passion is sewing, and she has made quilts for many years. She shares her passion with the Residents and is always happy to show her work (she is very talented!). Helen is always happy and smiling, and we are so fortunate & grateful to have her in our BallyCara family.

Hello in Auslan



Spotlight on the generosity of our Village Residents

BallyCara Village Residents have donated \$10,000 to help people affected by the floods in the Moreton Bay Region.

Organised by the BallyCara Carers' Auxiliary and BallyCara Residents' Committee, the appeal also donated 70 large bags of donations, including linen, clothing and blankets.

Major Keith Hampton of the Redcliffe Salvation Army Corps was thrilled to be presented with a donation cheque of \$10,000 by our Village General Manager, James Hewat in front of 130 of our Village Residents, who cheered with pride when the cheque was handed over.

We are so proud of the generosity the BallyCara family always shows others.



ANZAC DAY 2022

Lest We Forget



We remember those who fought for us and honour the service and sacrifice they made.

In Residential Care, the Residents chose how they commemorated the day. They selected the readings, poems, and songs included in their ceremony. Staff facilitated the ceremony ensuring the wreaths were laid, the minute of silence was observed, and the Reveille was played.

Our Resident, Doug, served in WW2 at Bougainville. He is pictured above with his medals.

Catherine's Cook Book

Catherine from the 600s is creating a cookbook **celebrating the wonderful recipes** from all over the BallyCara family.

She has been at BallyCara for nine months, and sourcing recipes from other Residents has been a fantastic way to meet new people, connect with others and **share the joy of cooking**.

Catherine knocked on every door on her floor to gather recipes. She said so far, "**there's been more friendship than recipes, but that's what recipes are for**".

She accepts recipes in any form, from your favourite beverage to your best winter soup. Ideally, any food you love eating, Catherine wants to know about it!

Catherine also wants to put a special call-out to the men of the BallyCara family. We know you have good recipes hiding somewhere, so please share them with us!

PS. Her Mum has the best Scottish soup recipe, so if you think you have one that rivals, send it in!

You can drop your recipe off in the **designated boxes at the Wellness Centre Reception & Village Centre Reception** or email them to, **social@ballycara.com**



Easter 2022





Experts by Experience

The Experts by Experience, (or EbE for short), is one of the many ways that BallyCara engages with Residents and Clients to ensure that their voices are heard, and they are at the centre of what we do. The name 'Experts by Experience' refers to people who use our services (or care for someone who does) – with their personal experience of using our services making them the 'expert' of their experience. Our Experts by Experience come from Residential, Village, HomeCare and Wellness. They meet quarterly to:

- Discuss and share insights, experiences, and opinions about the topics raised.
- Bring topics to the table.
- Promote a rich discussion that has a broad and Resident/Client-focused perspective.

Their feedback going unfiltered to the Board, Executive Chairman, Executive Team and Management Team, for their consideration. Some, but not all, of the topics that the EbE have contributed to are:

- Improving the accessibility of BallyCara's communications – from the handbook to announcements, to using more images.
- Ways to bring our BallyCara community together, ideas for events, and what to consider to make the event a success.
- Connecting with our Federal Member for Petrie to discuss the Federal Government's response to the Royal Commission into Aged Care.
- Covid management and support.
- Digital engagement.
- Staff Reward and Recognition Scheme and Form of Hope.

Places on the group are limited as we enable representation from all of our service areas – but new spots come up regularly, and so we are always looking for new members. If you can't make meetings in person here at Scarborough (for instance, you may live in Melbourne!), that's okay - we have different ways that we support you to take part. If you are interested in getting involved, please email feedback@ballycara.com

Words of advice from the chat group!

"Smiles are free so give them to everybody"- Joan

Every Friday, a group of women from our wonderful Village Of Friends get together to catch up and combine community & connection.

They are absolutely delightful and shared the below advice.



Melbourne team!



In March, our entire Melbourne team came together for connection, laughs, and sharing of exciting new initiatives, including our new employee benefits! Our incredible Regional Development Manager, Marilyn Harper, more fondly known around the office as 'Maz', has created and continues to cultivate a phenomenal culture in Melbourne incorporating our Sona® ethos. Well done Melbourne team!



BallyCara's Clinical Governance Group

Did you know that BallyCara has a Clinical Governance Group?

The Clinical Governance Group (CGG for short), is a team of Health Professionals who meet every second month to ensure each BallyCara consumer gets safe and effective personal care & clinical care is best practice, tailored to their needs and optimises their health and well-being.

The Team is multi-disciplinary representing the variety of clinical services provided by BallyCara & includes Registered Nurses, Physiotherapy & Exercise Physiology. The members are;

Kate Newton, Service Quality Director (Chair), Craig James, Health & Wellness Manager, Marilyn Harper, Regional Development Manager (Victoria) Kerry Mahedy, Residential Service Manager, Stacey Hudson, Support at Home Manager and Amanda Radcliffe, Senior Physiotherapist.

What does CGG do?

The Clinical Governance Group provides oversight into clinical safety and risk. CGG is forward-focused and proactive in advising on clinical issues to ensure BallyCara is up to date with best practice guidelines to support our consumers.

1. We ensure that BallyCara delivers evidenced-based best practice clinical and personal care for consumers
2. We provide assurance to the executive team and the BallyCara Board that the key critical clinical systems and processes are effective and robust.
3. We also ensure consumers are consulted and communicated with regarding clinical governance.
4. As a team, we monitor compliance, including high risk and high prevalence incidents, and address quality improvement, including consumer experience and safety
5. As a forward-focused group we are always looking at what new research has been developed to ensure our staff can maintain clinical competence



What are we focusing on currently?

Falls Awareness & Prevention

Why?

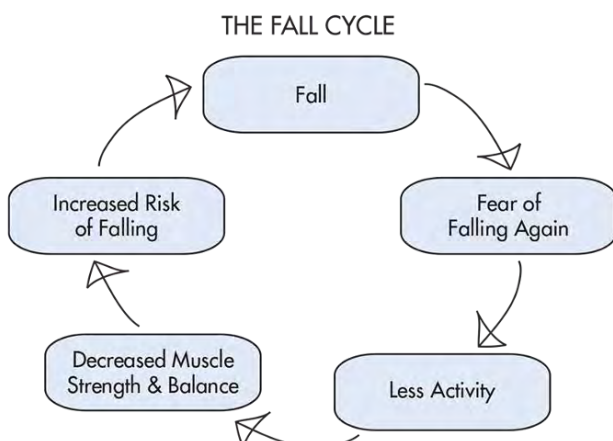
- Because falls are the most frequently reported incidents in BallyCara and have a negative impact on the person.
 - Even though falls are the most frequent incident reported – we still feel the number is under reported as some may be fearful of the consequences of reporting a fall.
 - Nearly 1 in 3 older Australians have experienced a fall in the past 12 months (healthdirect.gov.au).
 - Falls usually happen because gradual changes to our bodies make walking difficult, or they can be caused by hazards in and around the home.

What is a Fall?

A fall is defined by the World Health Organisation as "inadvertently coming to rest on the ground, floor or lower level, excluding intentional change in position to rest in furniture, wall or other objects"

What a Fall is Not?

A fall is not an accident and similarly falls are not inevitable or unavoidable in life. The cause of fall can often be identified as a series of events leading up to it, therefore these can be predicted and consequently avoided.



The fall cycle



What can you do to reduce the likelihood of falling (Exiting the Falls cycle)?

1. Keep physically active. Whatever your age, aim to do at least 30 minutes of activity, 5 times a week that will help make you stronger and improve your balance.
2. Seek help if you need it (Occupational Therapy, Exercise Physiology, Physiotherapy, Podiatry, Optometry, GP etc) sooner rather than later- you lose confidence very quickly. Do not be fearful of being honest about your circumstances – this is something our Experts by Experience group shared with us when CGG attended their meeting.
3. Eat healthily & sit less.
4. Make sure your environment is well set up, appropriate lighting, bathroom set up is optimal, walkways are free from clutter and trip hazards.
5. Stay physically active- and make it fun so it's not a chore- make yourself more robust.
6. Get enough sleep.
7. Find out side effects of any medication, particularly new medications.
8. Use a walker/walking aid if it has been prescribed.
9. Try a class at Ballycara Wellness Centre, Caras' and Co or one of our many offsite group locations in Southeast Queensland and Northern New South Wales.



Helpful Resource: Stay On Your Feet®

Another focus of the CGG is ensuring all consumers and staff have access to current and accurate vaccination information. The CGG sends a big thank you to all consumers, family, friends, and staff who have received the Covid-19 vaccinations.

Due to our high levels of covid-19 vaccination rates across Australia we are now able to see family and friends again. The CGG understands that there is vaccination fatigue, but we ask that you please roll your sleeve up again for another vaccination.

This year it is expected that the influenza (flu) season will be able to spread throughout the community as we have freedom of movement across borders. The

CGG would like to take this opportunity to encourage all people to get the flu vaccination in 2022. The best time to protect yourself against influenza is between

June and September each year. Did you know that if you are 65 years of age or older the flu vaccination is free? If you would like more information on the 2022 flu vaccination please go to 'Stop the Flu 2022' or speak to your GP for individual advice. The CGG acknowledges individual choice with obtaining any vaccination due

to personal circumstances.

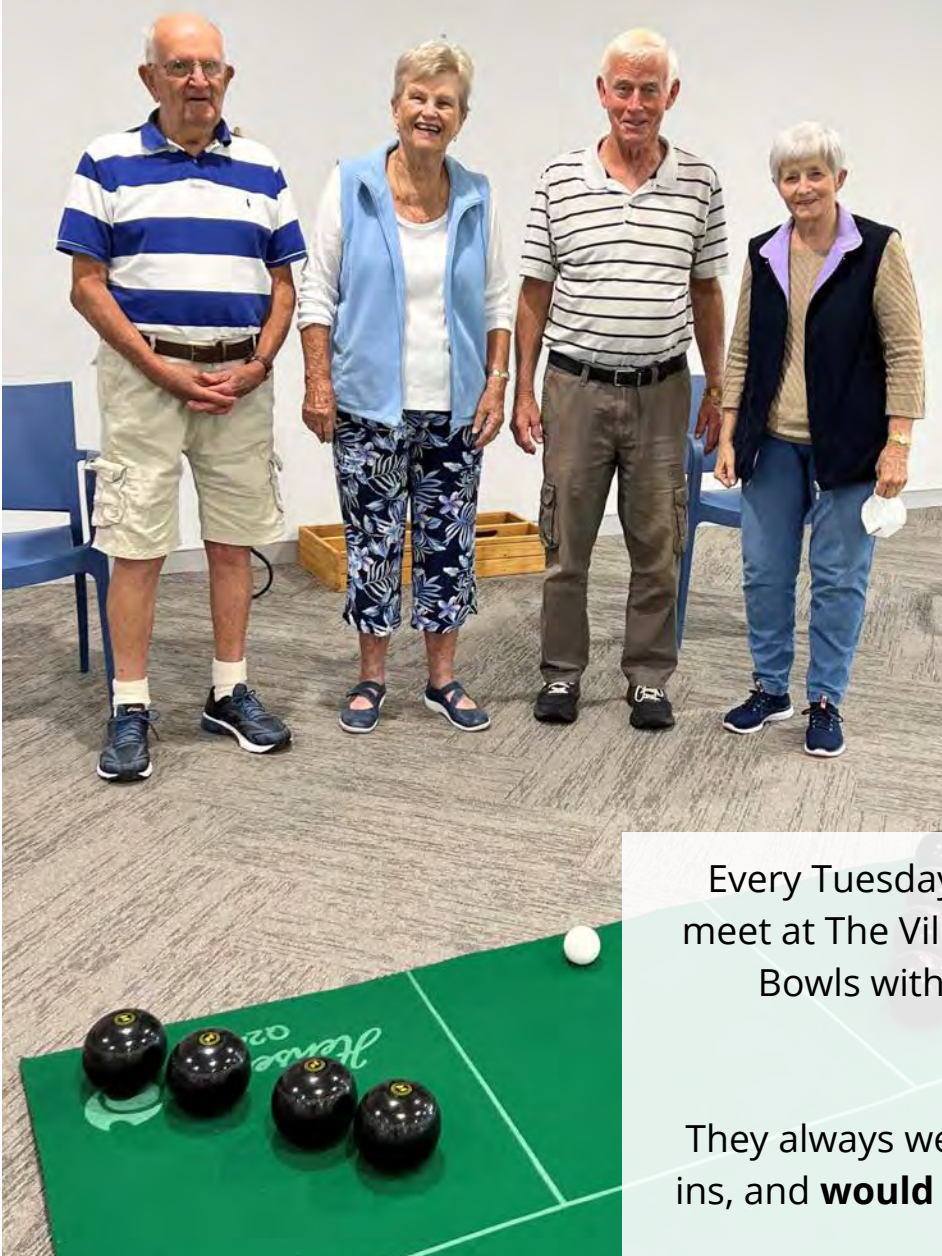


Festival fun day!

In March we held a festival fun day for our Residential Care Staff and Residents! The day included a balloon twister, clown, fairy floss, hand & shoulder massages, hot chips & Dagwood dogs, + so much excitement! We are so grateful for our exceptional Staff & Residents.



The Bwls Club



Every Tuesday and Friday, The Bowls Club meet at The Village Centre to have a game of Bowls with a side of **friendship and community**.

They always welcome new players and walk-ins, and **would love to see you at their next game!**

Details:

When: Every Tuesday and Friday

Time: 1:45 pm meet for a 2 pm start.

Where: The Village Centre multipurpose room
(Where the Billards table is).

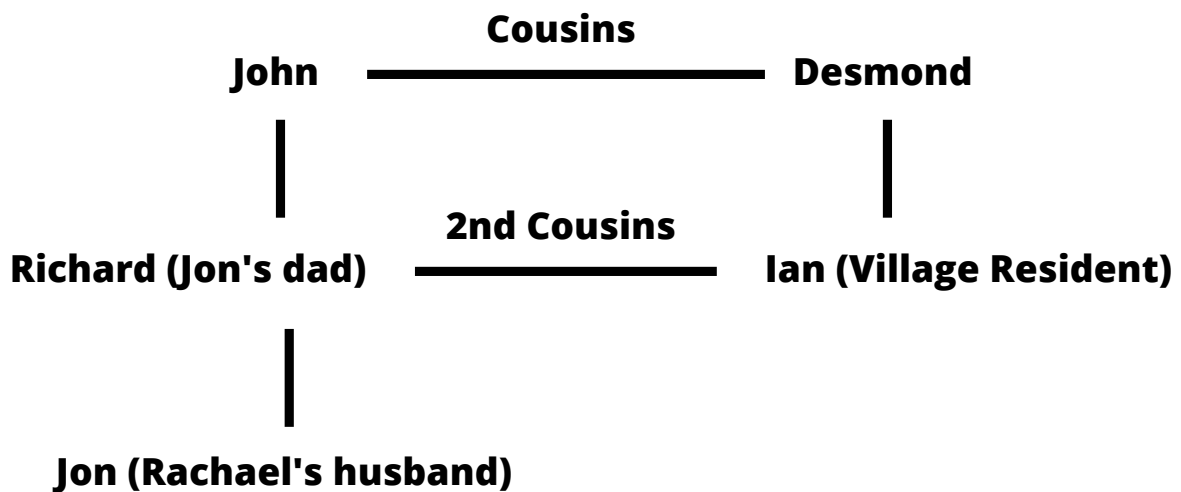
Long lost cousins reunited at BallyCara!

Our senior EP, Rachael Pelly, had multiple people ask her about the new Residents that had just moved in, Melodie and Ian Pelly. She insisted there was no relation as her last name Pelly originated from England.

When she met the two new Residents (aka. the talk of the town!), they quickly realised they were related! Richard and Ian used to stay in the same holiday house in England as children but never at the same time!

Rachael was able to unite the long-lost cousins, and they met for the first time at the coffee bar at BallyCara!

It was also lucky timing as Rachael's family was visiting from England as Covid has kept them away.





St. Patrick's Day 2022

We at BallyCara are so proud of our Irish roots. On St. Patrick's Day this year, Irish cheer was all around the Village. Our Sunnyside and Hibernian Residents enjoyed music, dancing, cake and green face paint! Our Village Residents also celebrated at the Village Centre with a delicious St. Patrick's themed lunch, classic Irish dancing, raffles, and fun!







It was wonderful to have a new group engaging and judging for this round. Thank you to them, thank you to all who wrote in nominations, and the biggest thank you to all our shining Staff who are out there making a difference!

Over recent periods we have had lots of thought-provoking feedback about the Staff Reward & Recognition Scheme process, which we really value, and always consider. One of the many ways that feedback has helped us to make the SR&RS even better, is to open it up to both staff and Residents/Clients to make nominations, as people who use our services told us they would like to make nominations also.

The nomination form is called the 'Form of Hope'. This name has historical significance for staff, representing gratitude and appreciation towards one another. Every Form of Hope written finds its way to the staff member it is written for, so that they know they are seen and valued.

We have reflected on current suggestions, and while we appreciate them, we are continuing the SR&RS process as it is, as we believe it to be the most equitable.

Managing bias is something we are very conscious of. Some of the ways that we do this are by bringing fresh eyes to the judging panel by inviting a new group of Residents/Clients and Staff every time, and removing the names of the nominees on the 'Form of Hope' so they can judge based on the actions of the nominee, and not their personal relationship with them.

Feedback from previous judging panels is that they have found it to be uplifting and rewarding, and a wonderful reminder of all of the good that is going on around us.

If you would like to be a part of a future judging panel, please email feedback@ballycara.com - You can find the Form of Hope on both the BallyCara website under the 'contact us' tab, and in the Beacon. Don't be shy, write one for a staff member who you appreciate, and make their day.

Keep shining everyone.



The Bribie Connect program is achieving what we set out to do- bring the Bribie community together and have fun. Australia Post has made this possible through awarding us a grant, for which we are incredibly grateful.

Throughout May, our Bribie super team, Paul, Ruth and Joh, went over the bridge to deliver Fitness classes and Creative Engagement Therapy sessions to the Residents of Bribie.

The sessions were hosted at the wonderful Bribie RSL. The food was delicious, and the staff delightful.

We look forward to continuing the program in June with IT information sessions and community connection initiatives.

Thanks to the incredible passion of our Bribie super team, this program is a massive success.





Sarah (Team Leader, Cabool, Social Support Groups - Invigorate program)

I would like to thank you for the care you give my husband when he is at Invigorate. I feel totally comfortable that he is well looked after while he is there. He loves going and appreciates you and the team. Even to the small things like making sure his hearing aids are not dislodged with his mask, setting a timer to remind him to take his medication. You are always easily contactable and always do what you say you will. That is a very rare quality, and you make life a lot easier for me.



Natalie (Home Care Logan, Support Worker)

I would like to thank you for supporting me with two HCP Client visits in Logan. Natalie, your presence assisting with two complex reviews is so incredibly valued and appreciated. Your caring and capable demeanour made a significant difference with being able to support our clients in a tangible manner that contributes to their independence and ability to remain living at home. You have a natural affinity for clients and are able to form connections with people that makes a meaningful difference. Your offer to shower our client who had not been able to achieve this since his fall on the weekend allowed him to be safe, be treated with dignity and respect and feel valued. I am truly grateful for your support and we at BallyCara are so fortunate to have you as part of our Team. Thank you from the bottom of my heart.



Lucinda (Customer Relations Officer)



The phone call you made to me yesterday was beautiful following the passing of a Resident. So compassionate, thoughtful and considerate. It was unexpected but so typical of your gentle caring nature. Your sensitivity to and for clients is palpable. It meant so much to me and I know that your encouragement with colleagues, residents and families – carries the same impact.



Darwin (Residential Care AIN)

Recently Darwin has been mentioned by 2 of our Residents for going the extra mile. A lady living in Pelican has written 'I appreciate Darwin very much as he willingly helps even though most often he's in another area. I feel safe with him in transfers to my electric chair, and I like his good nature and sense of humour. We have laughs'. A man living in Egret is very grateful to Darwin for his patience and attention to his care needs. I know that this man also appreciates that Darwin treats him like another 'bloke'. The resident is facing an extremely challenging path ahead with his health, and I know that his trust in Darwin helps to ease this load.



Praba (Residential Care AIN)

A big thank you to you Praba! What you struggle with in communication you make up for in your work. You are always willing to go the extra mile to make sure that the Residents are comfortable, and rooms left very neat. When you sing, the Residents join in with you. You have never complained or hesitated in helping any staff.

What's been happening in the BallyCara community?



Our Village Residents enjoyed a bus trip to Cedar Creek Samford.

They had a fabulous day, and 'Nick is the best driver around!'

The Invigorate men's soccer team enjoying a competitive game!



A Mother's Day morning tea for our Village Residents.

Our Residential Care Villas also enjoyed a Mother's Day morning tea.

The Facilities Team at the Scarborough waterfront enjoyed a BBQ hosted by our Corporate Services Director, Trudi.

They work tirelessly to keep our Village immaculate for the Residents, and everyone adores them! Thank you gents for taking such good care of our Village.



Meditation classes kicked off at the end of March and have been a top-rated Wellness class!



Tina, Amy & the Wellness Team all won prizes for bringing 'the green spirit' on St. Patrick's Day to the Village!

Our Residents enjoying a Morning Tea bus trip!



Let's get physical!

The following tips come from an investigation into physical activity motivation undertaken by Mikayla, a UQ psychology student who has recently undertaken an internship with us. BallyCara thanks Mikayla for her hard work!

Regular physical activity can help you live a healthy and happy life. In addition to the well-known physical benefits, physical activity has a number of important psychological benefits. For example, physical activity can:

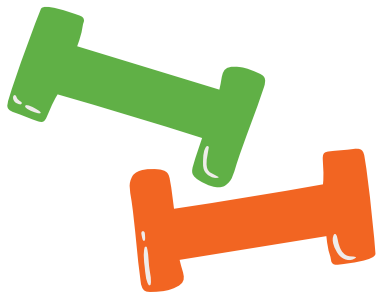
- Boost mood, creativity, and alertness
- Reduce mental fatigue and feelings of tension
- Help maintain brain fitness and health
- Prevent or slow the progression of mental diseases (e.g., Alzheimer's disease, Parkinson's disease, and depression)

According to public health guidelines, people aged 65 and over should aim to engage in at least 30 minutes of moderate-intensity physical activity (such as brisk walking) on most days. However, many people struggle to find and maintain the motivation needed to participate in regular physical activity. Luckily, there are several ways you can improve your motivation to engage in physical activity.

Tip 1: Learn about the benefits

Knowing about the physical and psychological benefits of physical activity is the first step to improving motivation, but also consider what other aspects of your life may benefit from physical activity. Maybe you want to improve your health or mood. Maybe you want the opportunity to get out and about or relax and forget about your worries. Ask a member of our wellness team how physical activity can help you achieve your goals.





Tip 2: Start small

Start with an easy physical activity or try 3 x 10-minute blocks of physical activity instead of 1 x 30-minute block. Make sure that whatever you do is challenging but achievable. Small successes can help build confidence and make us more likely to engage in similar behaviour in the future. Once you are feeling more confident, gradually increase the level of difficulty or length of time.

Tip 3: Make it fun

When you find something enjoyable, it is easier to maintain that behaviour long-term. Find ways to make physical activity fun or experiment with different types of physical activity until you find one you really enjoy.

Tip 4: Be purposeful

If you don't feel good during physical activity, it can be hard to stay motivated. Adding an immediate purpose to the activity can help overcome this barrier. Try emphasising your goal or incorporating more physical activity into your usual daily activities.

Tip 5: Make it social

Physical activity can provide a great opportunity to socialise. When you have other people to be active with it makes physical activity more enjoyable, gives the activity greater purpose and helps hold you accountable. Watching other people improve their health and fitness can also help you stay motivated.



We love our volunteers!

BallyCara is blessed to have volunteers come and spend time with our Residents in the Sunnyside and Hibernian Villas.

These volunteers all bring incredible personality and joy to the Residents.

If you would like to be a volunteer at BallyCara or know someone perfect for the role, please email us at info@ballycara.com



Carole (in green) & Margaret (in red).

Carole first came to us eight years ago when she previously visited a Resident in Hibernian Villa. She has continued to visit with us since then.

She gets great pleasure in talking to the Residents. Carole considers it a great privilege to chat with Residents and hear their life stories. Carole lives locally and walks to BallyCara.

On her walk, she goes through Residents names so when she gets here, she can greet them by name. She likes to give every person she talks to a loving experience. Helping out with activities on the day is a bonus for her.

Margaret has been volunteering with us for over 25 years. She attends twice a month to play the piano for a morning of singalong songs.

Margaret says that her love of music is a gift, and she likes to share that gift. She likes the rapport she has developed over time with Residents sharing their stories and reminiscing.

Margaret also wants to make the Residents with fewer visitors feel extra special.



Colin is passionate about singing! It's in his blood. He comes from Wales with a background of country singers in his family. He began performing when he was just fourteen and now has more than forty-two years of experience. He has sung at clubs, restaurants, private parties, and retirement/lifestyle Villages. He has also utilised his love of singing and performing for many years with children as a teacher.





Form of Hope

For anyone who wants to thank a Staff Member

- ✿ Fill this in with lots of detail about why you are thanking them
- ✿ Put it in any of the Staff Reward and Recognition Scheme white letter boxes found in the Wellness Centre, SunnySide Villa, Hibernian Villa and MaryHaven
- ✿ Or, post it in to PO Box 395 Redcliffe QLD 4020
- ✿ Or, give it to a staff member to hand in for you
- ✿ It will be collected and recorded, then a copy given to the staff member you're thanking so they know that you appreciate them

To _____ (who you are thanking) Date: / /

Their role/area/region they work in (if known): _____

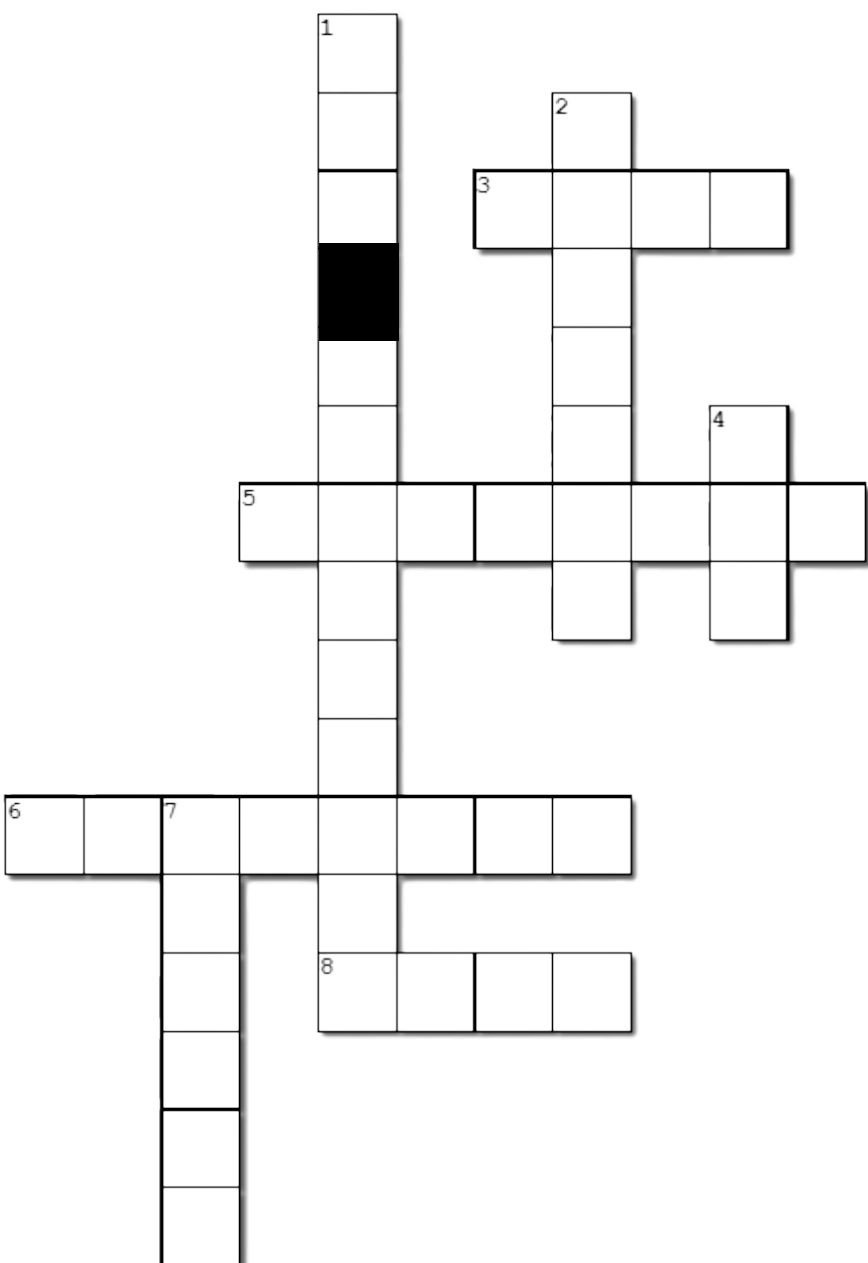
I would like to thank you for...

This shows you are living these Sonq® Values (please tick):

- Everyone Matters: Each person and their wellbeing is important to us
- Creativity: Collaborate and Innovate courageously
- Integrity: Authentic and Transparent

PSA: Zipline check-in process

In order to help streamline the visiting and check in process for Residential Care, over the coming months we will be introducing the ability to book into the Zipline check-in system prior to arriving to visit your loved one. By booking in your visit prior to arriving, this will reduce the time for you at check-in and allow a more streamlined entry process. The only items that will need to be done on arrival is confirm your arrival and temperature recording. All other details will be in the system. We will offer a step-by-step guide over the coming month.



Across:

(3) What is the middle month of Winter?

(5) A popular Winter Breakfast.

(6) On average, the coldest state in Australia?

(8) The abbreviation for the Royal Queensland Show?

Down:

(1) Popular winter beverage?

(2) Popular Winter soup?

(4) Popular winter boot?

(7) Your body's reaction to an icy chill?





If you would like to receive a copy of our newsletter electronically, please email info@ballycara.com to join our mailing list.

Are you or anyone you know looking for a friendly new community?

Join our waitlist now - With a variety of apartments and villas, offering different designs and sizes we have options to meet virtually every need and personal preference.



CAIRDEAS APARTMENT

2, 2 + Study, 3 2 1
For Sale from \$485,000



FEDERATION STYLE VILLA

2 1 1
For Sale from \$380,000



AMICUS APARTMENT

2.5 2 1
For Sale from \$485,000



ORIGINAL STYLE VILLA

2 1 1
For Sale from \$360,000



Choose the lifestyle you've always dreamed of

- Access to our Wellness Centre including: gym, pool, onsite café and health clinic
- A wide range of social activities including days out on our 12-seater 48ft cruiser
- Wellness opportunities with our certified Exercise Physiologists and Allied Health professionals
- Walking distance to the picturesque Scarborough waterfront

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Inspiring healthy & happy living