

THE BEACON

MESSAGE FROM THE CEO

G'day Friends. Our year is certainly progressing quickly - as each year seems to these days. However, our management and staff team at BallyCara still aim to make time to pause and reflect on what we are doing, how we are doing it and of course why we are doing it. This ongoing review and evaluation better enables us to make necessary improvements and consider new ideas and opportunities so that, hopefully, we are enhancing the way we support our friends. In this spirit please be assured that we – at all times – value any suggestions, queries or feedback you may have for us. Such input greatly assists us in improving what we do and how we do it. We will continue to strengthen the way we communicate and engage with our Residents, Clients and families and update you accordingly of the various ways you can provide feedback and make input. Similarly, we invite your feedback on communications like the Beacon and other mediums so that you are feeling informed and able to access relevant material as easily as possible.

As we are all aware, the Royal Commission into the safety and quality of the aged care system is well underway. We assure you of our ongoing commitment to supporting the Royal Commission process as a provider of aged care services.

As requested by the Commission, we provided a detailed response to their initial call for information (even though this was not mandatory). We also engaged with Government authorities seeking information to benefit the Commission's work. If at any stage you have questions regarding the Royal Commission please do not hesitate to let us know. We will continue to update you as the process advances.

Recently, we were delighted to have our approach and capability as a service provider recognised by the Commonwealth Department of Health with the allocation of additional Short Term Restorative Care (STRC) packages. When the STRC program was first launched by the Government two years ago we were one of the few providers to receive an initial allocation. In that time, we have demonstrated that our strong commitment to Sona™ and Wellness has ensured that BallyCara's STRC program achieves great outcomes for all participants. We are excited to announce that the new allocation of packages is for the Caboolture/ Moreton Bay region and Logan River Valley effective July 1. We very much look forward to using these packages to support more people in restoring their health and retaining their independence.

Finally, a sincere word of thanks to the many people who have supported the

release of my book Booming late last year. Your kind words, encouragement and generosity have meant a great deal to me and are all much appreciated. Thank you!
Marcus

WEDDING ANNIVERSARIES

A heartfelt congratulations to two BallyCara couples who reached impressive wedding anniversaries at the close of last year.



Mr David and Mrs Betty McKey (left) celebrated 65 years on December 12. Mr Renato and Mrs Kathleen Morandini (right) celebrated 58 years on the 17th.





AUSTRALIA DAY

We had some fantastic Australia Day celebrations in the Village and Residential Care. Always a joyous time with our BallyCara friends!



WE HAVE VACANCIES!

In February 2018 we were well into the construction of our Cairdeas Apartments. Today we have Residents moving in. There are still a number of vacancies open so now is the time to secure a spot. For more information please call 1300 272 222.

STRC SUCCESS STORY



Meet Keith, one of our STRC clients. Keith was having trouble performing daily tasks around the house. His different medical conditions meant that he was short of breath, lacked energy and became easily disoriented.

After going out to see Keith in his home to assess his situation, our team of allied health professionals decided they would assist him both in his home environment and at the BallyCara Wellness Centre. They worked with Keith to build his resilience and confidence – Keith's end goal being to safely transition back home. When Keith first came to BallyCara he was reluctant, however soon saw the benefits in taking part in a program like STRC.

Keith performed exercises that mimicked his activities at home to ensure this program was personalised for his needs. Massive improvements were made as the program was completed including being able to walk further without as many rests. Keith's sessions also extended from 20 minutes to 40/45 minutes. This meant that at the close of the eight weeks, Keith was able to move back home.

The Short Term Restorative Care (STRC) Program provides an 8-week journey of restorative services and support to ACAT assessed clients through a multi-disciplinary health approach. The goal is to improve the wellbeing of the client and delay their need to enter long term care.

RETIREMENT VILLAGE NEWS

BallyCara has been a buzz since the New Year with Village events and activities recommencing. Bus Trips with Barry have again been well attended and the fact Barry always has a different place to visit is always well received.

Australia Day was another big success with Residents singing and dancing the afternoon away to great Australian songs by Pink Inc. Boat Trips have recommenced again and this year we hope the weather is more kind. The Boat Trips on the Shamrock are always hugely popular with trips to Moreton Island and the Brisbane River as well as the fishing trips on the Bay.

The BallyCara Wellbeing Choir has also recommenced and we look forward to their future performances. In March we look forward to St Patrick's Day, Restaurant Night and the first Sports Afternoon for the year. 2018 saw the 'Green' team take out the win, making it two years in a row.

Sports Afternoon is a great afternoon of indoor and outdoor sports with Residents and Staff coming together in combined teams to compete for the 'Kevin Hill' Memorial Shield.



HAPPINESS & FUN WORKSHOP

In January The Living Room at Bethania hosted the 'Happiness and Fun' Lifestyle Workshop facilitated by the lovely Nikki Cox Wellness. BallyCara friends gathered for engaging and practical advice whilst being inspired to lead a more enjoyable life and see that having fun is important no matter your age! Thank you to all who took part and to Andrea and Kylie for arranging this wonderful event.



FRIEND IN FOCUS

Meet Kevin, Kevin Forbes was born in Mackay and lived there for a small portion of his childhood, before spending some time in Rockhampton. When he was seven years old, his parents decided to move the family to Brisbane. Kevin relished growing up in Brisbane – “Just magical. It’s a marvellous place.” When he was 13, he met his wife, Helen who lived across the street from him. Today, the pair own a motorhome together and have completed countless Australian adventures throughout the years – “All over Australia, you name it,” Helen said. Their most recent trip was to Western Australia (WA). Kevin’s favourite place they visited during this expedition was Kalumburu, a very remote community of approximately 467 people and the northernmost settlement in WA. It was during this trip that Kevin’s great handyman skills came into play, saving the pair from becoming stranded in the middle of isolated dirt roads.



Complimentary to his explorations, he has taken part in many extensive treks, including the Larapinta walk in Alice Springs, Cradle Mountain in Tasmania, and Yamba to Red Rock. But the most significant and meaningful of them all was the Kokoda Trail. After his first Redcliffe 'Jetty2Jetty' with his family, Kevin recalls telling his daughters one thing he would love to do is walk the Kokoda Trail. Avid walkers themselves, they were more than happy to accompany him. At age 74, Kevin travelled to Papua New Guinea to walk the Kokoda Trail. “It was very emotional,” he said.

Kevin and Helen have been living independently at BallyCara for ten years now. They claim their decision to come here was incontestable –

“[BallyCara] stuck out by a country mile.” Kevin prides himself on maintaining their gorgeous front garden and has created a bee hive for the wild honey bees that linger around their home. He continues to stay active and keep fit. In 2018, he won the 'Jetty2Jetty' Age Champion for the 80 to 90-year-old age category!

HEALTH DEPARTMENT SECRETARY VISIT

In January, BallyCara welcomed Health Department Secretary, Glenys Beauchamp and her colleagues Nicole and Carina. During their visit we showcased our commitment to re-framing the ageing journey through an absolute commitment to empowerment, wellness and

restorative care - regardless of age or health status. We were delighted to receive such a positive affirmation from the Secretary.

MEN'S HEALTH GROUP LOGAN

In February, we started our first free Men's Health Group in Logan. This 6-week program led by our fabulous Exercise Physiologist, Elise focuses on improving physical and mental wellness through group circuits and education sessions. It was great to see our BallyCara friends getting their fitness on track for the year as well as make wonderful new connections within their community. It is safe to say the first program has kicked off to a cracking start. Congratulations to all those involved.



A MESSAGE FROM OUR CHIEF CUSTOMER OFFICER

It is always beneficial to commence a new year by taking some precious time to reflect on the year that has just passed. Although it feels as though time is racing past us, it is also beneficial to recognise how much was achieved in 2018, and the subsequent enjoyment Residents, family and staff are gaining from such achievements.

It is such a joy to take visitors or staff on extended leave around the renovated Residential Care buildings, as such members of our community immediately identify the positives that are right in front of our faces which we may not see everyday. Allow me to share some stories with you:

Today when showing a staff member on leave the newly renovated Hibernian Villa, it was pointed out to me how lovely it is to see Residents enjoying the privacy of being in their own room and having the space to watch a movie, or sit quietly with their spouse, without the moment being interrupted.

A few weeks ago, we had visitors from overseas (Europe, UK & USA) who are internationally recognised experts in the aged care, acute care and medical research industries. These illustrious visitors were overwhelmed with the kindness, friendliness, and happiness demonstrated by the staff, which was evident across the entire organisation. The visitors wanted to express the impact the culture of BallyCara had on them as being unique, compassionate and authentic.

Last week, Management planned a thank you celebration for the staff for their patience and hard work through the extensive building

renovations which have recently been completed in Hibernian Villa. Instead of the staff enjoying food and fellowship isolated to a staff-only area, they initiated to spread the happiness and share the celebration with the Residents in both Hibernian and Sunnyside Villas, by celebrating Harmony Day. This celebration recognised the diversity of countries, cultures and ethnicities of staff and Residents at BallyCara, and how such diversity enriches all of our lives. The celebration included a traditional Aboriginal chant, the discussion of Scottish Kilts and a traditional Philippine dance in cultural dress, performed by the staff for the Residents to enjoy.

Such examples are a testament of the love, respect and care the Residents and staff have for each other. We shall endeavour to continue to celebrate this incredible culture of friendship and happiness, and prevent the extraordinary from becoming ordinary.



WORLD ORAL HEALTH DAY

It's never too early or too late to start looking after your oral health. March 20 is World Oral Health Day and is a great reminder to ask yourself if you're taking adequate care of your oral health and hygiene. According to the Australian Dental Association, of the world's population, 90% will suffer from oral diseases in their lifetime and many of these are avoidable. There are plenty of ways in which you can decrease the likelihood of serious mouth issues:

1. Brush your teeth with fluoride toothpaste twice a day
2. Floss at least once a day
3. Eat a healthy diet that is low in

4. sugar, tobacco and alcohol
4. Drink plenty of water
5. See your dentist for regular check-ups

Good dental habits require a little more time and effort, however the benefits are lifelong and worthwhile. Having good oral health will also have a positive impact on your general health and well-being.



NEW HYDROTHERAPY CLASS ON THE GOLD COAST

Join our Exercise Physiologist, Elise at Runaway Bay pool for water exercise classes aimed at improving your strength, fitness and balance. Of course we are still running our land based exercises on Thursdays at Burleigh (8:00am) and Pimpama (10:30am). Come join in the fun! Contact 1300 272 222 for more information or to book. Cost per aqua class is \$10.00.



MELBOURNE HOME CARE

We are pleased to announce that as well as the Commonwealth Home Support Program (CHSP) in the Northern Melbourne region, we are also now an approved provider of Home Care Packages. If you or someone you know is looking for a HomeCare provider in the Northern Melbourne region please contact us on 1300 037 542.



STRC TESTIMONIAL

"What an amazing program, it is very full on but I would not change a thing. Every person I have had come to see me are so caring and lovely. Their understanding and the exercise itself has helped so very much. The way the team works together, you should be so proud... you are angels. Thank you from the bottom of my heart. I hope this program continues to help many more."



LIBBY - CUSTOMER SERVICE COORDINATOR GOLD COAST



It was three and a half years ago that Libby wrote her Happiness essay as part of the Ballycara Customer Service Coordinator application. She recalls it was the welcoming atmosphere of BallyCara that made her feel immediately welcomed and nurtured – "From the moment I walked in the doors at the BallyCara Wellness Centre Reception for my interview I felt a natural, genuine warmth and sense of community. I knew I wanted to be a part of this."

Libby grew up in a remote community on the Darling Downs before moving to the Gold Coast following a job offer to manage a business in Southport 20 years ago. As a young girl she looked up to her elders for their knowledge, experience and guidance. She believes they are important teachers. Libby's greatest achievements in her life are her happy, healthy and kind children, and her lasting and valued friendships. She is also proud of her courage to change career path in her thirty's and begin a new job that enables her to help others and really make a difference.

Libby embraces her passion for HomeCare through sharing in the Sona™ Philosophy, encompassing dignity, security and happiness for all members of the community.

She strives to inspire all those who come into contact with BallyCara to have a zest for life and move into their golden years with confidence, drive and open positive adaptation of what is possible for them. Libby recognises BallyCara's dedication to innovation and breaking the mould of traditional aged care - an aspect that Libby relishes and motivates her in her role as Customer Services Coordinator for our Gold Coast Region.

INVIGORATE PROGRAM AT SCARBOROUGH



The Invigorate Program is a day respite for HomeCare clients living in the community. The program enables clients to meet new people and enjoy activities like: art and craft, movies, BBQ's, morning tea at Cafe's, museum visits and many fun days. We are a small intimate group who enjoy a chat and getting to know each other.



OUT & ABOUT

Cruising adventures with Mr Bannister on the Gold Coast!



INTERACTIVE FOREST MURAL IN SUNNYSIDE

An interactive forest mural is currently being painted in the memory support unit at Sunnyside Villa to enhance the space and promote wellness. The mural is still in the underpainting stage (initial layer).



Two staff members are working together to both design and paint the mural. Over time, the wall will incorporate tactile elements such as movable butterflies for engagement, textural elements such as felt and wood to support a sensory experience, and the use of contrasting and complementary colours to optimise the visual experience.

Residents have been invited to paint alongside the staff members, for which one has contributed substantially to the trees, while other residents have had a verbal contribution, offering a running commentary of opinions and ideas while watching the painting!

RESIDENTIAL CARE ACTIVITIES

Although February has been a hot month, we still had plenty going on. Bus outings have continued as usual, including one outing to the Dolphins Leagues Club where Residents and their partners enjoyed lunch together.

We were treated to a visit from Ann and her assist dog, Lilly. They will be visiting every week to spend time with Residents. Lilly is a poodle-cross-dachshund who was rescued from the dog pound. When Ann needed assistance, Lilly began her training. She is a beautiful, gentle dog and we are looking forward to her visits.

Another fabulous visit was from Boutique Birds. Teri, the owner brought a selection of birds to show our Residents. There were several cockatiels which hopped about allowing the Residents to hold and pat them - the Residents enjoyed this immensely. There was also a selection of parrots on show, along with baby ones.

We look forward to what Autumn has in store for Residential Care, including St Patrick's Day celebrations on Monday March 18.



COMMUNITY JIGSAW PUZZLE IN BETHANIA



The wonderful ladies down in The Living Room, Bethania arranged a community Jigsaw Puzzle for BallyCara friends to be a part of.



CHANNEL 7 FEATURE!

In late February, we were lucky enough to feature in a Channel 7 News story focusing on demographics in the workforce. Here at BallyCara we are proud to accommodate five generations of employees, with our most senior employee over 80 years of age. A massive thank you and congratulations to all those involved in this fabulous story.



HIBERNIAN VILLA REFURBISHMENT



In our Residential Care we assess and care for your individual requirements and care needs as we believe this approach to Residential Care will provide you and your family with a sense of future-mindedness. To start the conversation about Residential Care please phone 1300 272 222 to find out information about our facilities, accommodation types, pricing and more.

PARKINSON'S DISEASE

Parkinson's disease is a disorder of the nervous system. It results from damage to the nerve cells in a region of the brain that produces dopamine, a chemical that is vital for the smooth control of muscles and movement. People with Parkinson's disease often suffer symptoms such as: tremor-shaking, rigidity-resistance and stiffness of muscles during movements, slowness of a movement and loss of balance.

What is the effectiveness of exercise intervention for people with Parkinson's disease?

Physical capabilities: 57.2% reported positive effects; Lower limbs, trunk and upper limbs: 59.6%; Flexibility: 46.7%; Motor control: 57.1%; Metabolic functions: 57.1%.

What exercise movements will assist people with Parkinson's disease?

Large or big movements have been proven to improve movement quality of life in people with Parkinson's. These movement exercises have led to faster walking speeds, bigger steps, better balance and increased trunk rotation.

Movements:

1. Hallelujah three way - Arms above head, arms out to the side like a hug, arms down by your side.
2. Pick the apple on the side - Turn and reach up with the opposite hand, turn hips.
3. Figure 8 - fingers interlocked arms extended - moving in a figure 8, row your boat.
4. Back stroke.
5. Breast stroke - pretend like you're grabbing onto something, reach out and pull air back (big movements).
6. Ski poles - one arm up out in front and one arm back down low.
7. 4 drums - bang the drum on opposite side with opposite hand high and low.
8. Dance slide - hip flexion into knee extension, alternate legs or same side.
9. Clam shells - open up wide with arms and legs.

All exercises should target functional reach, flexibility, stretching, balance, muscle strength, mobility and motor control and be started in a seated position before moving to standing.

SWEET VALENTINE CHOCOLATE MAKING

In the spirit of Valentine's Day BallyCara friends at The Living Room, Bethania were treated to a chocolate-making session. Hard not to be happy when there's chocolate around!



STAFF AWARD PRESENTATION



The Federal Member for Petrie Luke Howarth recently asked for nominations of Excellence in Care within his electorate. We are thrilled to say that BallyCara received several nominations of excellence from our Village of Friends and broader community. Luke Howarth MP recently visited BallyCara at Scarborough to recognise the Excellence in Care Awards and present the staff with a certificate of congratulations as well as sharing morning tea with a number of our Residents in the Village of Friends. Such a wonderful recognition for all the staff who are dedicated and committed to providing first class service.



1300 272 222

www.ballycara.com

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