



SUMMITCARE

NYORA GARDENS

NEWSLETTER

October - December 2009

KEY PERSONNEL

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Hello to all,

The next couple of months will be a busy period for all of us at Nyora Gardens as we prepare for the Festive Season and welcome the completion of the building renovation and refurbishment currently underway. Current refurbishment activities include:

1. Gutting of the Visitor toilet to make way for a new toilet, tiled walls including a feature wall; new handbasin; new floor coverings and of course a new paint job
2. Gutting of the Visitor Tea/ Coffee making room to make way for new cupboards; drawers; fridge; shelving; floor coverings and sink.
3. Removal of the redundant air conditioners following the completion of stage one of installation of the ducted air conditioning system
4. Painting of the exterior of the "cottage" (the small dwelling located on the right as you enter Nyora). Broken windows replaced also.
5. Sealing of the mobility aids storage room on one side and the placement of a sliding door on the eastern wall to enable ease of use.

Nyora has also taken delivery of 40 new mattresses that are designed for increased resident comfort by reducing pressure on frail skin. In addition, 10 new electric beds have arrived to promote resident comfort and ease of use by staff. A further 30 beds will be delivered in February next year.

Thank you for your patience with the minor inconvenience that may occur over the next couple of weeks as the refurbishment process gets underway.

October was a busy month of babies arriving for several Nyora people.

Congratulations to Mrs Rappinette upon the arrival of her new great granddaughter, Kayleigh. Also a very warm welcome to RAO Annette Baker's twin grandsons, Liam and Lucas; to AIN Taufu Vusonicewa's new grandson, Ammon and also a big welcome to Edith Pitman's carer, Peter and his wife, a newborn son, Liam.

We will be introducing our dietician approved Summer menu during the next few weeks so look out for a very interesting new menu! As always , your feedback in regard to the new menu will be appreciated.

From all of the staff at Nyora Gardens, we would like to take this opportunity to wish you and yours a very happy and safe Holiday and Christmas Season that is filled with joy, relaxation, gratitude and love.

Until next year...

Cheers

Karen Doran

PS. The Resident Christmas Party will be held at Nyora on the 3rd of December. The menu of a variety of delicious finger foods has been approved by the dietician and will be served by myself and Katherine and other Nyora staff. All residents are encouraged to invite a maximum of two family/friends to participate in this festive occasion. For catering purposes, look out for the flyer that requests names of attendees. Lunch will be served from midday and an entertainer has been booked to appear for several hours. There will be other surprises for all attendees on the day!

new permanent residents in Nyora Gardens 2009

BIRTHDAY CELEBRATIONS



All of us here at Nyora Gardens would like to wish a very happy **October** birthday to:

Jean Pera	4th
Domenico Staltari	7th
Heinz Hollmann	16th
Carmela Napoli	16th
James Charlton	25th

A very happy **November** birthday

to:

Arthur Ozols	5 th
Vincenza Bove	7 th
Muriel Dennis	11 th
Jean McColm	21st
Stanley Kerr	24th
Sima Mirza	27th

A very happy **December** birthday

to:

Maria Posterino	2nd
Bernard Hall	9th
Betty Cope	23rd
Rosa Calabria	31st



A very warm welcome is extended to our new permanent Residents who joined us at Nyora Gardens during September and October:

Joseph Board	Peirina Piovesan	
Francisco Mimoso	Norman Morrison	
Miguela DeJesus	Roland Le Gentil	
Angela Seraglio	Shirley Davies	
Shimshoon Mirza	Leela Solomon	Patricia Ducrest



IN REMEMBRANCE

We take this time to remember those Residents who passed away during September and October:

Donato Bove

Francesco Pito

Mary Rossiter

Spiro Sarandis

Harold James

Our condolences and kind wishes are extended to the families and friends.

COMMENTS, COMPLAINTS , COMPLIMENTS AND SUGGESTIONS



Remember if we don't know about it we can't fix it! A reminder to all residents, relatives and visitors – At Nyora Gardens we value your feedback so if you have a problem, complaint, suggestion or compliment in the first instance please advise the Registered Nurse in Charge to resolve the issue immediately.

If further assistance is required or the issue is unresolved please complete a Feedback and Complaints Form (located in brochure stand at front entrance). This completed form can either be handed to the Executive Manager or placed in the locked Suggestion Box (located on the desk at Reception). The Executive Manager is the only person with a key and this Box is checked daily for correspondence. If the issue remains unresolved you then have the option to forward a completed Problem Sheet to the Chief Executive Officer whose contact details are advised on the Feedback and Complaints Form.



Details regarding external complaints service are also provided on the Feedback and Complaints Form. We also **LOVE** to receive compliments.

WEEKEND ACTIVITIES

Resident Activities such as carpet bowls; chess; drafts; snakes & ladders; jigsaw puzzles; puzzle mat and DVDs for viewing are available for utilisation by Residents on the weekend. Please see the Registered Nurse in Charge or Larina Gounder (AIN) for assistance to access these activities on weekends. You will be required to sign the activity in and out via the Borrowing Book.

OCCUPATIONAL HEALTH & SAFETY (OH&S) COMMITTEE

We would like to encourage a resident's relative or friend to participate on our OH&S committee. We meet monthly to discuss OH&S issues within Nyora and we believe this committee would be enriched with the participation of a non staff member. If you are interested in nominating for a committee position please advise the Executive Manager of your interest.



Summit Star Awards

We would like to encourage you all to recognize the actions of our staff who uphold our Culture by going above and beyond to provide a high standard of care and kindness; outstanding teamwork and exemplary leadership. To nominate a staff member for this award, please complete the Summit Star Award form that is located in the brochure stand in the entry foyer and forward your nomination to the Chief Executive Officer or hand it to the administrative assistant (either Helen or Susi). Nominations are tabled monthly at the Management Team Meeting and nominees receive a substantial reward for their efforts. A copy of the nomination form is attached to this newsletter.





MAINTENANCE LOG

At Nyora, we have a well developed Preventative Maintenance Programme in place to ensure all equipment is operating effectively. Further to this we also have in place a Reactive Maintenance Programme that relies upon all stakeholders to inform us of any maintenance issues that present on a day to day basis. We would like to encourage all residents and visitors to advise us of any broken or poorly operating equipment or fixtures. This will ensure our maintenance team can attend to any repairs as required. Please advise the Registered Nurse(RN) in charge if you become aware of any repairs that are required. The RN will then will log the defect in the Maintenance Book.

MONTHLY RESIDENT PROFILE

Mrs Maria Lapa

Mrs Lapa was born in Italy in 1921 and she grew up in Reggio Calabria. Mrs Lapa went to school in Calabria until the age of 10 when she was required to leave school to help on the family farm. As a child Mrs Lapa enjoyed playing with her rug doll and also helping on the farm.

From the age of 15 she was courted by Giovanni Lapa, eventually they married when she was 27 years of age. The happy couple honeymooned in Calabria. The couple went on to produce 5 children, two boys and three girls. Giovanni and Maria wanted a better future for their children and in 1962 they decided to migrate to Australia where they initially settled in Edensor Park. Later, they moved to Cabramatta and in later years the family settled at St Johns Park.

With little money, the family raised their five children in difficult circumstances. In Australia, Mrs Lapa's favourite activities included gardening and cooking. Mrs Lapa also enjoyed baking homemade bread, making salami and soap. Mrs Lapa is an animal lover and she

especially likes cats, dogs and chickens. After retirement from the workforce Mr and Mrs Lapa enjoyed watching the television and their favourite programme was Days of Our Lives!

After all the struggle in Italy with little money, moving to Australia made a big difference in their lives. Doors of opportunity were opened for the family and they were able to live a more comfortable life.



CASE CONFERENCES

Case conferencing is a multidisciplinary approach to addressing issues around provision of care and services to Residents. Case conferences are routinely held six weeks after admission and then on an annual basis. However, case conferences can be held at other times too eg. if there is a change in Resident condition or care needs or upon Resident/Relative request. Please discuss with the Registered Nurse if you require a Case Conference to be held.

RESIDENT/RELATIVE MEETING

The next resident/relative meeting is scheduled to be held on 19 November commencing at 10.30am. This is an opportunity for stakeholders to receive information regarding resident issues and projects. It is also an opportunity for stakeholders to include in the agenda any items or issues related to the operation of Nyora in a process of continuous improvement. For any other issues relating to individual concerns, please consult the Registered Nurse who is looking after your relative in the first instance. The Executive Manager has an open door policy and is available to receive feedback if you are not satisfied with assistance received at ward level.

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CLOTHING

We encourage families to review relative's clothing to **ensure clothes are in good repair and that sufficient, comfortable clothing is available**. We also ask that clothing that is unsuitable for the warmer months is removed until required again in the colder months. If you are unsure as to the clothing requirements of your loved one, please consult with the Registered Nurse. Please ensure all clothing items are labeled to prevent loss in the system. We also recommend that all woollen items of clothing are laundered at home as they will shrink if laundered in the industrial washers and dryers. Labels can be ordered and purchased via Reception, see Helen or Susi for details. Also, now that summer is almost upon us, it is timely to request carers and relatives to provide an appropriate sun hat for their relative/friend who resides at Nyora. Could each carer/relative please provide a sun hat and ensure it is labeled with resident's name before it is introduced into the system.

GUESS WHO??? Can you guess which staff member belongs to this profile??



I was born in 1964 at Bankstown Hospital. I lived with my family in Padstow for the first three years of my life until we moved to Green Valley. At the age of five, I commenced my school education at Sadlier Primary School.

Growing up, I remember there was always lots of kids around and we all looked after each other because all the kid's parents worked. In those days, social security payments were less available. We all grew up together and looked out for each other regardless of age.

I attended Ashcroft High School and left school at the age of 14. My first job was as a checkout operator at Flemings in Berala. I met my first husband at

the age of 17 and we married when I was 19 years old. We bought a block of land on the Central Coast and built a plant nursery. We developed the business and after it was up and running, we built a house at Foresters Beach. At the age of 23 I was pregnant with twins. My son and daughter were born 22 years ago. My husband and I decided to go our separate ways and I moved back to Sydney with my twins. I worked in different jobs until an opportunity to work as a nurse presented.

At the age of 33, I gave birth to another son. Later, I met my current husband and we moved to Canley Heights. Now with three kids and a good husband I am really enjoying my life and I couldn't be happier. During my life I have jumped from a plane; Bunji jumped from a great height; canoed the Tully River in Cairns and snorkeled on the Barrier Reef. However, by far, my greatest achievement has been having my three children! Who am I??

The August/September Newsletter Mystery Staff Member is:



Concy Menezes – Assistant in Nursing



Congratulations to a Nyora Gardens resident, Mrs Leonie Rogers who recently received a certificated award in recognition of her contribution to the community of Prospect through her services to Fairfield City. Mrs Roger's award was presented by Federal Minister for

New Year to New Year, November 2009
Ageing, Justine Elliot and the Federal member for Prospect, Chris Brown at a luncheon presentation ceremony at Smithfield RSL Club.

Spring Concert at Nyora:



Hippy day at Nyora:

