

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

April 2024

From the Manager



Lucy Rowe

I'm delighted to share that we've been enhancing our outdoor spaces.

Hayden, Apollo Care's Head Gardener, has applied his amazing expertise and creativity to revamp our garden. Hand-selecting plants and trees that will thrive in our Hilltops climate, Hayden has transformed this space into a seasonal garden to be enjoyed all year 'round.

He did have some expert help from two Harden Grange residents - Bill who grows his own prize-winning flowers, and Alan who takes particular pride in keeping our lawn in top condition. We'll be installing a chicken coop soon. I'm sure residents will enjoy looking after backyard chooks!



We recently participated in the Coota Careers Expo and this was a great way of promoting flexible career pathways at Harden Grange.



Lunchtime at Harden Grange

For neighbours Judy, Gloria, Marion and Edie, one of the best things about living at Harden Grange is coming together to enjoy a homemade lunch every day.

"We have our usual table where we sit and lunch is always a very social occasion. The girls and I have a good chat over our meals. We talk about a whole host of topics, but mostly about our families and all the happenings in the local area," said Judy.



Gloria says this daily ritual is something she really looks forward to.

"When I first moved here, I felt a little lonely, but coming to the dining room has been a wonderful way to meet new friends. I'm certainly not lonely anymore!"

Marion and Edie both enjoy the atmosphere of the dining room, saying there's always a positive energy at mealtimes.

"Chef Doug and his team are always checking we're happy with our lunches", she says.

"There's so much variety in the menu. I'd reached a point living on my own where I wasn't cooking full meals for myself, but now I'm enjoying three nutritious meals every day, plus Doug's baked treats for morning and afternoon tea. We're actually very spoilt!"

Two of their favourite meals from this season's menu are fish and chips and lamb cutlets served with fresh vegetables.

"My family always had a tradition of having fish on a Friday and it's lovely that I can still enjoy this at Harden Grange every week."

Global award finalist for Employee Wellbeing

Apollo Care has been named Finalist in the 2024 'Innovation of the Year - Employee Wellbeing' category in the 12th Asia Pacific Eldercare Innovation Awards.



This achievement recognises, on an international scale, the effectiveness of Apollo Care's culture program that uses cloud-based technology to enhance staff wellbeing. This innovative approach has increased employees' sense of achievement and connectedness.

In addition to a happier and more engaged Apollo Care workforce, the other big winners from this strategy have been the residents! Thanks to our amazing team, Apollo Care residents and their families scored our communities in the top percentile (78% or greater) for psychological, emotional and spiritual wellbeing.



The three things Ray loves most about his Harden Grange home

1. Before, I was on my own. But at Harden Grange, I have family.
2. I feel very settled here. It feels like home.
3. I love that my dog, Wilson can visit me and we sit in the garden.

The Harden Grange lizard is officially named



Our self-appointed pet lizard is a permanent fixture in one of our courtyards lazing on the windowsill and watching over our Catering Team working away in the kitchen.

Deciding our pet needed a name, we ran a competition for residents, their families and staff. The winning name was Liberace, suggested by resident, Susan. We hope Liberace will enjoy his new-found identity.

Going cruising with Shirley!

Shellie-Anne, our bubbly and much-loved Administration Officer, asked her husband, Jay, if he'd be interested in taking some Harden Grange residents out for a drive in his Valiant – called Shirley. Jay jumped at the chance!

He proudly showed off his beautifully restored S Series from 1961 and then took Ray, Allan and Norm for a leisurely drive on the open road through Harden and Wombat. The residents thoroughly enjoyed this outing and even more have lined up to go cruising next time Jay and Shirley visit.



Notice board

Special events

Sun 12th May	Mother's Day
Thurs 30th May	Cancer Council's Biggest Morning Tea
Wed 5th June	World Environment Day
Sun 7th July	NAIDOC Week

Birthday wishes!

Happy birthday to residents celebrating their special day during January, February, March & April:

Gloria S, George M, Sandra S, Edna W, Margaret A, Susan H, Kath G, Graeme D, Laurice H, Eric H, Andrew R, Betty B, Robert J & Betty R

Feedback



Feedback from residents and families is important to us so we can make positive changes.

We also love hearing when we're doing something well. To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form (located in each lounge room), and place in the mailbox outside the Manager's office, or hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au
4. Complete a short Care Rite survey about the wellbeing of residents and clients by scanning the QR code above.

"The staff at Harden Grange are so helpful. Peter has lived here for over a year and he appreciates everything they do for him. He loves the special effort they go to in making him feel at home."

Sister of resident

Become a Volunteer



We're looking for more volunteers to join our team and make a real difference to residents' wellbeing.

You can nominate your preferred activities and availability. For more info, talk to our Lifestyle Team: call (02) 5330 8000 or email jobs@hardengrange.org.au



Staff profile



Meet Doug, our chef who cooks with care and passion

Doug initially trained as a chef in the Royal New Zealand Air Force before relocating to Australia.

He is a welcomed face around our community and is always up for a chat. He likes to know residents feel nurtured and cared for even when he's not around – leaving extra baked goods in the fridge to enjoy any time!

What do you love most about what you do?

Creating a sense of home. I love interacting with residents, checking that they're enjoying their meals and getting their feedback on the menu. If I notice someone hasn't eaten their full serving, I offer them something else. I like to know what they like or want in the moment, so I can respond straight away.

Why did you choose to work in aged care?

Food is a big part of a resident's day and contributes to their overall enjoyment and wellbeing. I love that I can be a part of this. Knowing residents look forward to my morning teas and meals makes me happy and I love seeing the satisfaction on their faces.

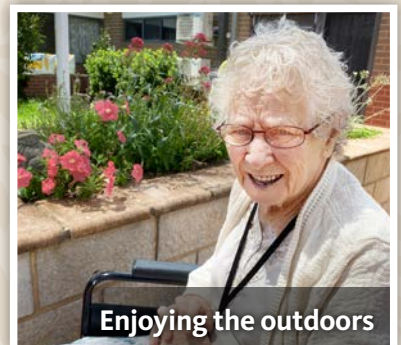
Why is Harden Grange so special?

Here, we're all one big team working together. We use local suppliers, make as much from scratch as possible, cater for allergies, and allow residents to choose when and where they want to eat. It's much more personalised – and just like home.

Favourite moments



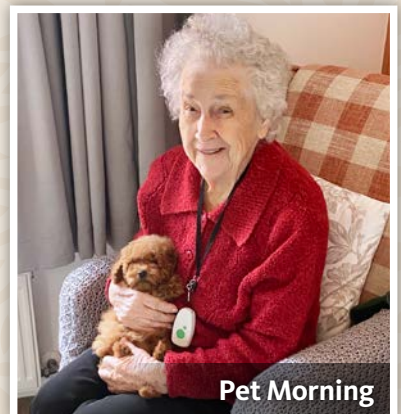
Classes from the local Harden Art Group



Enjoying the outdoors



Home-grown Dahlias



Pet Morning



Volunteer Cafe Afternoon

Harden Grange's Quality & Safety Report



Apollo Care is committed to using best-practice governance and clinical governance systems to deliver exceptional resident and client experiences in all of our communities.

We recognise that transparency is a key part of delivering on this objective, and we are implementing a new engagement framework so all residents, family members and representatives, and staff are provided with up-to-date quality and safety information.

Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Feedback & Complaints, Quality Standards Compliance, Incidents & Hazards, and Quality Improvement Projects.

April 2024 update: Feedback & Complaints

Apollo Care values feedback in all its forms, including compliments, suggestions and complaints. We use feedback to understand what we are doing well and to improve the care and services we provide.

We try and make it as
easy as possible to
provide feedback



You can email us at info@hardengrange.org.au, fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located in each household's lounge room), or simply provide your feedback to any member of our team.

Alternatively, you can visit www.apollocare.com.au and follow the prompts to submit your feedback, in confidence, to Apollo Care's Chief Governance Officer.

During the last quarter, Harden Grange received nine items of feedback, including two compliments, six complaints and one suggestion.

Compliments received related to care and services, with positive feedback also being received about catering. Thank you for taking the time to recognise what we are doing well. The Harden Grange team really appreciates it!

The six complaints we received during the quarter related to communication. Every complaint is logged and investigated, and serious complaints are escalated to Apollo Care's Chief Governance Officer.



Easter festivities to delight young and old

This year, we welcomed some Year 5 students from Harden Primary for lunch and an Easter hat parade.

Fun was had by all as our Care Manager, Marilyn, dressed up as the Easter Bunny, students gifted residents with hand-made cards, and many beautiful conversations were enjoyed between the generations. Opportunities to bring both age groups together are always valued and full of happiness.



More community stories

Like to know more about daily life at Harden Grange?

Visit our website and follow our Facebook page to read more stories like the ones in our Newsletter.

Find out what residents have been enjoying and how staff are supporting them to live their way.

We love supporting residents to look and feel their best



And so does our lovely hairdresser, Tracey! In Harden Grange's welcoming and comfortable hair salon, residents can enjoy all the usual services, including colour treatments, wash, style cut, blow dry and set.

Appointments are available every Monday, but be sure to book in with a staff member as the salon is very popular!

Harden Grange's Church services

Harden Grange residents and their families are always welcome to join our Catholic, Anglican or Uniting Church services in our beautiful on-site Chapel.

Catholic Mass

Held on the 1st & 3rd Wednesday of each month at 11.00am. Rosary is held every Thursday at 11.00am

Anglican Church services

Held on the 1st Tuesday of each month at 11.00am.

Uniting Church services

Held on the 3rd Thursday of each month at 11.00am.