

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

November 2023

From the Manager



Lucy Rowe

Welcome to the last Neighbourhood News of 2023!

I'm delighted to report that Harden Grange is now almost full! This is a wonderful achievement in such a short time demonstrating how important our community is to the Hilltops Region.

It's been lovely to see such strong participation in our special-interest activities, like the Knit & Natter Group and the Mens' Shed. Our hairdressing service and Volunteer Café Afternoons are also proving very popular.

With the weather warming up, we're spending even more time in our beautiful outdoor spaces. Keen residents have been enjoying gardening, alfresco dining, or sitting in the sun admiring what's growing.

Finally, I'd like to extend my gratitude to all staff and volunteers who work together to put residents first. Your efforts are greatly valued by everyone connected with Harden Grange and I am very proud of our entire team.

Along with all residents, our team is looking forward to a fun month ahead!



Meet Maria and her daughters

We love helping residents stay connected with their loved ones

A sprightly 90 years old, Maria is quite the adventurer who chose to celebrate her 80th birthday with a tandem skydive, and was still camping on her own up until five years ago!

With seven children, 20 grandchildren and 22 great grandchildren, she is never short of family visitors, and she now loves welcoming them to her home at Harden Grange where she continues to enjoy living her way.

"The staff here are wonderful. They respect my decisions and support me to do what I like to do. I've got everything I need right here. I love the café and the hairdresser, and I enjoy joining in the activities. It's just so easy to live here. I really can't praise Harden Grange highly enough," said Maria.

For her daughters, Bernadette and Carmel, her move to Harden Grange has been overwhelmingly positive.

"We feel very lucky that Mum was able to move here. The care she receives is excellent and the staff support her with such kindness. She's been able to personalise her suite and she really feels at home here.

"We visit regularly and always feel welcome. We take Mum to her favourite places in Harden, Young and Cootamundra, or just spend time together in one of the lovely spaces here, like the big verandah with the beautiful view of the Hilltops."

"Mum loves living at Harden Grange, and we love knowing she's so happy."



Notice board

Special events

Sun 3rd Dec	SCC Sydney Clarinet Camerata concert
Wed 6th Dec	Christmas Gift Stall
Thurs 14th Dec	Christmas Party with families
Mon 18th Dec	Christmas Lights Bus Tour
Wed 20th Dec	Christmas at the Cafe
Thurs 21st Dec	Combined Churches Christmas Carols

Birthday wishes!

Happy birthday to residents celebrating their special day during August, September, October, November & December:

Warren, Maria, Carmel, Andy, Frank, Pat, Ann Maree, Jean, Norm, Susan, Ray F, Colin M, Tony B, Lauris, Eric H, Peter L, Bill W & Marion C

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.

Christmas on Facebook

At Harden Grange, we're excited about all the festive activities, outings and celebrations planned for this time of year.

Make sure you keep up to date with all the fun things we'll be getting up to by following us on Facebook. You can also find some of our favourite Christmas-themed food ideas to try at home.

Favourite moments



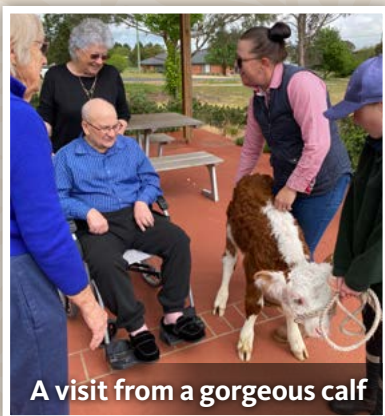
Chef Doug's freshly baked morning tea



Making kites for the Kite Festival



Our wonderful volunteers



A visit from a gorgeous calf



Men's group



Staff profile



Meet Marilyn, our experienced and locally grown Care Manager

Born and bred in Harden, Marilyn is an experienced Emergency Care Nurse and was the Clinical Nurse Educator at the neighbouring Murrumburrah-Harden District Hospital. When she heard this aged care community was being reopened, she jumped at the chance to join the team to help provide this valuable service to Hilltops locals.

What do you think makes Harden Grange so special?

This is a very inclusive community where everyone supports each other. You can feel the friendly and welcoming culture as soon as you walk through the doors. It's a beautiful place full of amazing residents and staff, and I feel honoured to be Clinical Manager here.

What do you love most about your role?

I love being part of such an innovative and progressive aged care team, and using my experience and clinical skills to tailor holistic care for each resident. I also love hearing the residents' stories and finding out about their life before they moved to Harden Grange. Their unique experiences can teach us all so much.

How would you describe your Clinical Care team?

They are the best! We work as a united team focused on providing resident-first care. We're also supported by the latest technology, like CareKeeper. This mobile device is provided to every care worker, so they can record clinical notes and actions in real time. This means we can spend more time with residents, and less time doing paperwork.

Why does Harden Grange feel like home?

We really focus on doing whatever we can to help residents feel at home, whether that's furnishing their room with their favourite belongings, supporting them to continue their familiar routine or pastime, or helping them keep connected with loved ones.



We've grown to

11

communities across Qld, NSW & Vic

A total of



additional aged care suites now available to locals in **regional areas**

Achieved full



Aged Care Accreditation at every community

Implemented a mobile device for every care worker to **enhance care delivery**



Measured and supported the wellbeing of residents, staff and leaders through an **award winning culture program**



Asia Pacific Eldercare Innovation Awards



WINNER 2023 Global Innovation Award

FINALIST 2023 Operator of the Year Award

Here's how Apollo Care has helped Harden Grange evolve and thrive this year.

Our care:

- The latest Resident Experience survey results reported that 80% of residents rated their quality of life at Harden Grange as 'Excellent'
- Awarded full accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

Our team:

- Work Rite culture program reported a steady increase in staff wellbeing, achievement, connection and performance in our first year
- Our locals-first employment approach has increased permanent staff numbers, reducing our need for temporary staff

Our community:

- A full, country-style refurbishment completed
- In less than a year from opening, 43 of our 45 private suites have become home to Hilltops residents

All of these achievements mean we have been able to welcome more locals, and our community has become an even better place to live and work.

