

Neighbourhood news

Our latest news and favourite moments



Harden Grange
AGED CARE COMMUNITY

August 2023

From the Manager



Lucy Rowe

I hope you enjoy reading our first community newsletter and finding out about what has been happening at Harden Grange over the last few months.

I'd like to thank everyone for welcoming me as the new Manager. I've had such a rewarding time here as I've been getting to know residents, families, and our wonderful team.

It's been an exciting time to join both Harden Grange and the Apollo Care Alliance, as our community continues to benefit from Apollo's investments, innovations and quality systems that are all designed to make aged care better for residents and staff.

With refurbishments now complete, and almost three quarters of our private suites now occupied by residents, Harden Grange has really become a valued part of our local community.

Apollo's recent global award win shows that we are leading the way in residential aged care in the Hilltops Region. You can read more about these awards on page 2.



Resident profile



Meet Stella, who feels right at home at Harden Grange

Originally from Poland and a survivor of a German World War II camp, Stella moved to Australia with her Mother when she was 15 years old. She first lived in Cowra, then moved to Wollongong when she married, before settling in Harden over 34 years ago.

What do you like about living at Harden Grange?

I think the happiest times in my life have been spent in this town, and to be able to remain living here means everything. I love being part of the Harden Grange community very much and I keep as active as I can, joining in the activities and encouraging other residents to participate, too.

What things do you like to do here?

I love knitting. I first learnt to knit by watching other women in the camp in Germany. I would stand behind them and try to follow their movements, until one day, one of them showed me how to do it properly. I now sit in the loungeroom here and do my knitting, and it's very peaceful.

What do you make?

I knit woollen squares and donate them to a charity called 'Quilting Hugs for Ukrainians'. They sew my squares into blankets and send them to those in Ukraine who have been displaced due to the war. I'm so happy to do this because I love helping people. It gives me purpose knowing that something I've made can make a difference to someone on the other side of the world.

Apollo Care Alliance wins Global Award for Innovation

Harden Grange is proud to be part of the Apollo Care Alliance that beat a field of over 200 submissions from 15 countries at the 11th Asia Pacific Eldercare Innovation Awards 2023 in Singapore.

Apollo Care won the global award for Innovation in Aged Care and was named Finalist in Operator of the Year - proof on an international scale that we are making aged care better for residents and staff. Harden Grange is certainly enjoying the benefits of new investment in innovation, including a cutting-edge cloud-based IT system, new hand-held mobile devices for every care worker, a progressive clinical governance system, and extensive country-style refurbishments. Apollo Care is now one of Australia's fastest growing aged care providers, and is delivering choice for older Australians living in regional areas, like Harden, who want to stay connected to their local community where they feel they belong.



Read the full stories

Visit our website to read the full stories covered in this newsletter. And follow us on Facebook to keep up-to-date on even more news from Harden Grange.



Our progressive team is growing!

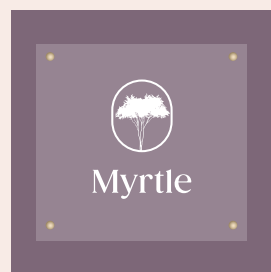
At Harden Grange, we're proud to be building a high-performing team focused on putting residents first.

We recently held our first Careers Info Day at our community and were delighted to welcome quality job seekers from across the Hilltops Region who came along to hear about current jobs and flexible career pathways. With 32 residents now calling Harden Grange home, and more than 30 permanent staff, it's clear word is spreading that this is a great place to live and work!

Our experienced Clinical Team, led by Care Manager, Marilyn, now comprises Registered Nurses, Wendy, Sue and Donna. Everyone in our community is benefitting from their clinical excellence, and the way they support each resident with kindness and compassion.

Pictured above L-R: Kerri, Team Leader Hotel Services; Shellie-Anne, Administration Officer; Lucy, Community Manager; Marilyn, Clinical Care Manager; Ross, Maintenance Officer

Naming of the Harden Grange households



Now that the refurbishments are completed at Harden Grange, we've embarked on the naming of our four households and café.

Kylie Radburn, Chairperson of the Harden Grange Board and Chief Governance Officer of Apollo Care, has been working closely with local members of the Harden Grange Board on this project. The four households are named after well-known trees prominent around the local area, Cassia, Maple, Myrtle and Willow, and the Café is named after the popular Honeysuckle flower. We're currently planning the internal signage for our community that will bring each household and the café to life.

Notice board

Special events

Sun 1st Oct	International Older Person's Day
Wed 4th Oct	Oktoberfest
Sat 7th Oct	Harden Kite Festival
Tues 7th Nov	Melbourne Cup



Our first Christmas in July

In what is set to become an annual tradition at Harden Grange, residents and staff celebrated our first Christmas in July with an amazing feast, festive decorations and fun games. Our very own staff member, Jenny, who used to be a singer on a cruise ship, entertained everyone with Christmas songs and residents happily joined in. A great way to come together as a community!



Birthday wishes!

Happy birthday to residents who celebrated birthdays in April, May, June and July:

Janice, Laurie, Andrew, Robert, Betty, Vonnie, Marie, Ivan, Mary, Garry, Patrick and Stella.

Beautiful feedback from our families

We love receiving feedback from residents' families. It's truly heart-warming to read messages like these:

"My darling wife is living with dementia and she is so much more at ease in this community. I know she's very well cared for at Harden Grange and this provides me with peace of mind."

Favourite moments



Anzac Day with the Lighthouse Brigade



Gifts from the Community



Knit & Natter



Inaugural Harden Grange Mens' Shed meeting



Happy birthday to Care Manager, Marilyn



Meet our Community Manager, Lucy

Hilltops' local, Lucy, is passionate about residential aged care and has spent her entire career working in this industry. She brings over 16 years of care and management experience to her role at Harden Grange and has a deep commitment to ensuring our community is a welcoming, positive and happy environment for residents and staff.

What do you think makes Harden Grange so special?

The Hilltops Region is a proud and connected community where locals feel they belong. This sense of belonging is reflected in so many ways at Harden Grange. From the country-style interiors to the way our staff have formed such close connections with residents, it's quickly become a welcoming environment that's valued by the entire region.

How do you think you're making a difference to residents and staff?

One of the most rewarding aspects of my role is getting to know each and every resident. It's so important that we respect and learn from our elders, and I greatly value the daily conversations and interactions I have with Harden Grange residents. Along with supporting my team to deliver excellent clinical care, my focus is also on celebrating residents' unique stories and strengths.

I'm lucky to work with a passionate team who are united in a positive culture of caring. I love supporting staff to continue learning and developing as we work together to enhance the wellbeing of every resident.

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 our Chief Governance Officer at feedback@apollocare.com.au