



TENTERFIELD
CARE CENTRE

TENTERFIELD CARE CENTRE
COMMUNITY

NEWSLETTER

SPRING/SUMMER 2023



BUILDING A STRONGER COMMUNITY TOGETHER





TENTERFIELD
CARE CENTRE

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**HADDINGTON NURSING
HOME**

126 DUNCAN ST
TENTERFIELD
NSW 2372
02 6736 0300

**MILLRACE
INDEPENDENT
LIVING UNITS**

422 ROUSE ST
TENTERFIELD
NSW 2372
02 6736 0300

MILLRACE HOSTEL

422 ROUSE ST
TENTERFIELD
NSW 2372
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WE VALUE YOUR THOUGHTS!

Thank you for taking the time to read our newsletter. We hope that it has been informative and enjoyable for you. If you have any feedback or suggestions on how we can improve our content, please feel free to share your thoughts with us. We believe that our readers are the best judges of our work, and we always appreciate hearing from you. Whether you have praise, constructive criticism, or even just a comment, we are all ears. You can send your feedback to us via email at marketing@tenterfieldcarecentre.org.au Your input is essential to us, and we take all feedback seriously as we strive to provide the best content possible.

We look forward to hearing from you!



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LETTER FROM THE MANAGER



Hello everyone,
Welcome to our latest Community Newsletter. I hope you enjoy reading about everything that has been happening around Haddington and Millrace over the last couple of months.

I'd like to thank everyone for welcoming me as the Manager. I've very much enjoyed getting to know residents, families, and of course, our wonderful team. I've also enjoyed familiarising myself with the lovely town of Tenterfield and the wider community.

As you'll read on page 15 and 16 of this newsletter, the building works in the Haddington Nursing Home extension are well underway. This is an exciting project that includes an additional 15 new aged care suites in stage 1, and a further 13 suites in stage 2. It will enable our communities to better meet the growing demand for quality aged care in Tenterfield.

The TCC Living update showcases how our Lifestyle Program offers many opportunities for fun, enjoyment and connection.

Now that the weather is warming up, we look forward to supporting residents to enjoy our beautiful outdoor areas with gardening activities, alfresco meals and opportunities to sit and admire what's growing.

Finally, with the festive season almost upon us, we're starting to plan for Christmas! There'll be lots of fun activities and outings and we welcome all families and friends to join us to celebrate this special period.

Jim Collins

MANAGER





TCC LIVING



Welcome to our lifestyle and activities section that highlights the vibrant and engaging living experiences available at Tenterfield Care Centre. From art workshops and gardening clubs to cooking classes and cultural celebrations, this section explores the many ways residents can pursue their passions and interests while embracing the welcoming and supportive environment of Tenterfield Care Centre.

Whether it's finding new hobbies, building new friendships, or simply enjoying the beautiful natural surroundings of Tenterfield, this section celebrates the many ways residents can live their best lives and create meaningful experiences each and every day.



Residents at TCC know how to live life to the fullest, and these last few months were no exception. From Fijian celebrations to Chinese food days, French cultural events to Happy Hour under the wisteria, every day at Haddington offers an array of engaging activities to keep our residents active and entertained.

Our Fijian day celebrations were a highlight this year. Everyone had a fantastic time enjoying delicious food and learning about the rich culture of this beautiful island nation and listening to our wonderful Fijian Carers sing.



The Millrace happy hour under the wisteria was another highlight. Our residents love getting together and socializing, and what better way to do that than with a glass of their favourite beverage in hand? Kasey's daughter Faith even brought in her guinea pigs to show the residents at Millrace, adding an extra dose of cute.

All of these events, along with our fun and engaging day-to-day activities, are what make Haddington and Millrace such a wonderful place to live.



French day was another huge hit, and everyone got into the spirit of things, enjoying French delicacies, singing along to Edith Piaf's classic tunes, and learning about French culture.

Mental health clinician Mal Watts and his dog Arrow have been regular visitors at TCC, offering support and comfort to residents. Their presence has been invaluable, and we always look forward to their visit.

Morning tea visits to Sandy and Pete's garden "Behind The Hedge" have been a highlight, giving residents a chance to enjoy some fresh air and greenery. Their beautiful garden is always a calming, welcoming place that never fails to put a smile on everyone's face.

Daffodil day celebrations at Haddington brought us together to support cancer research and honour those who have been affected by the disease. It was an emotional and uplifting day that reminded us all of the importance of coming together to support one another.

We also celebrated Father's Day with a visit to Bush Whackers Barber. Our residents got haircuts and enjoyed chatting with Jason about all the latest styles and trends.

Chinese food day at Millrace and Ekka Show Day at Haddington Nursing home gave our residents a chance to sample some delicious Chinese cuisine and get into the carnival spirit. Everyone had a great time trying new foods and enjoying all the festivities.

And let's not forget about the load of resident birthday celebrations we've had this season! Every birthday is a special occasion, and we always go all out to make sure each resident feels celebrated and loved.

All of these events, along with our fun and engaging day-to-day activities, are what make Haddington and Millrace such a wonderful place to live.

OPENING DOORS: A SECURE MEMORY SUPPORT PROJECT AT HADDINGTON NURSING HOME

Haddington Nursing Home has recently implemented a project that aims to integrate communities through the opening of doors to the secure memory support at the North Wing unit during the day. Before opening the doors, the project conducted a risk assessment, gained consent from residents and their representatives in the secure unit, and communicated the project's aims and objectives. Strategies were then trialled and any problems were resolved, providing opportunities for feedback through meetings and a feedback management system.

Initially, the doors were opened from 9:30am to 4pm Monday to Friday, while additional administration staff monitored how the residents responded. The project's initial assessment has been overwhelmingly positive, with residents becoming more active, socially engaged, and experiencing an overall



increase in their quality of life. It has also helped with staff allocation and distribution. As the project progresses, it continues to be monitored closely. The doors are now open from 11am to 2pm, to facilitate participation in activities, lunch and supervision of residents. While there have been some issues with residents walking into others' rooms,

the team is working on providing a solution that resolves the issue. The success of this project can be an inspiration for other nursing homes to prioritise community engagement and actively seek out ways to improve the quality of life for residents. As we age, we all want to be part of a vibrant community, and nursing homes can be at the forefront of creating those communities.



As we age, we all want to be part of a vibrant community, and nursing homes can be at the forefront of creating those communities.

The project's success will be evaluated at the end of October, and feedback is welcomed and encouraged. We believe that integrating communities can lead to better quality of life, and this project serves as a model for other facilities to follow.

The Haddington Nursing Home's project encourages feedback from all parties involved. Feedback management systems and meetings provide opportunities for all to share their thoughts, suggestions and improvements on the project. We welcome your thoughts on how to continue this successful project, ensuring we offer the best support for our residents while enhancing their quality of life.



PUTTING RESIDENTS FIRST: THE IMPORTANCE OF PERSON CENTRED CARE PLANS IN AGED CARE AT TCC

As our loved ones grow older, we want to ensure that they are taken care of in the best possible way. One way to ensure this is through the use of care plans. Care plans are designed to provide personalised care for residents, taking into account their unique needs and preferences. At Tenterfield Care Centre, we are committed to providing person-centred care, and this is reflected in our approach to care plans.



In October, we are focusing on updating the care plans of our residents at both Haddington Nursing Home and Millrace Hostel. Our team of dedicated and experienced healthcare professionals will be working together to review and update the care plans to ensure that they reflect each resident's current needs and preferences.

At Tenterfield Care Centre, we believe that person-centred care is the most effective way to meet the individual needs of our residents.

This means that we focus on the person, rather than the illness or condition they may have. Our care plans reflect this approach, as they are tailored to the unique needs and preferences of each resident. We understand that each resident has their own individual needs and preferences when it comes to care, and that these may change over time. That's why we make our care plans available to residents and their families, and we encourage them to be involved in the care planning process. We believe that this approach is key to providing high-quality care that meets the needs of our residents.

So if you or your loved one would like to see their care plan, all you have to do is ask. We will make it available and ensure that it is updated regularly to reflect any changes in their needs and preferences. At Tenterfield Care Centre, we are committed to providing the best possible care for our residents, and our personalised care plans are just one way we do this.





A NEW KITCHEN ERA

Putting Residents at the Heart of the Dining Experience

10

At TCC, we take pride in the quality of service we provide to our residents, especially when it comes to food and dining. We believe that food is not just fuel for the body, but also an integral part of our daily lives that can bring joy and satisfaction. That is why we have recently made some changes to our kitchen and dining experience, with the goal of ensuring that our residents get the best possible experience.

One of the most significant changes we have made is in our kitchen team. We are delighted to welcome two experienced aged care chefs, Ben and Jason, who are working with us on a contract basis to make sure that the food we serve is appropriate for the residents. They bring a wealth of knowledge and expertise to our team, and we are confident that they will help us raise the standard of our culinary offerings.



But our focus isn't just on the quality of the food; we are also committed to ensuring that the dining experience is a special one. We want our residents to feel valued and appreciated, and we believe that the dining experience is a critical part of achieving that. Our new approach will not only improve the quality of food we serve, but it will also enhance the atmosphere and the service our residents receive.

At TCC, we are always looking for feedback on how we can improve. We understand that our residents and their loved ones place a lot of trust in us, and we take that responsibility very seriously. That's why we encourage everyone to let us know how we're doing, so that we can continue to deliver a high-quality service that meets the needs and expectations of our residents.



**WE ARE EXCITED
TO MOVE
FORWARD INTO
THIS NEW ERA OF
THE KITCHEN AND
DINING
EXPERIENCE AT
TCC.**



We have drawn inspiration from the resources provided by the Aged Care Quality and Safety Commission on food, nutrition, and dining in aged care. We believe that their approach aligns perfectly with our values, and we have incorporated many of their recommendations into our new kitchen and dining experience. We want to ensure that our residents receive nutritious and delicious meals, as well as support in addressing any issues they may have with swallowing, oral health, or any other food-related matter.

We are excited to move forward into this new era of the kitchen and dining experience at TCC. With our talented team in the kitchen and our focus on quality, consistency, and a great atmosphere, we are confident that our residents will receive the best possible experience. We welcome any feedback or suggestions you may have, and we look forward to serving you.

CO-DESIGN WITH RESIDENTS AND THEIR FAMILIES: MAKING THEIR ENVIRONMENT AND HOME A HAVEN

When it comes to residential aged care facilities, the common misconception is that it's all about the healthcare services and amenities offered. But as the world evolves and people are more inclined towards having more person-centered care, co-designing their environment and home becomes just as important. It's about making the facility not just a place where healthcare is provided, but a home that feels safe, warm, and comfortable. This is what we believe in at Tenterfield Care Centre, and it is our goal to ensure that our residents and their families are active participants in creating a space that they can call their own.

We recognize the value of collaboration with our residents and their families to design their environment and home, and we are proud to say that we have started doing so in our two facilities. In a world where communication is everything, we listened to their suggestions and inputs, and implemented their ideas that they think can help create a warm and friendly environment.

One example of a resident-initiated suggestion that we have recently implemented at our facilities

was the noticeboard where everyone can leave messages to encourage and thank the staff for their contribution to the residents and co-workers' lives. This idea came from a resident who was very pleased with the care provided by Heather, one of our RNs, and was looking for a way to show gratitude for the wonderful work she had been doing.

This simple yet brilliant idea was something that we had not thought of ourselves, but because of the resident's suggestion, it made all the difference. By co-designing and incorporating the residents' feedback, we have been able to foster a sense of belonging and family among everyone in the facility, from residents to co-workers alike. It gives the residents a voice and helps them to feel that their opinion is important.

Co-designing with residents and their families doesn't just end with a noticeboard. We continually encourage feedback and suggestions from our residents and their families about other things they would like to see in their home, such as what kind of events or activities they want to do or what food they prefer.

By giving them the freedom to provide input on decisions, it enables them to feel more in control and happy with their environment, resulting in improved satisfaction with their care and ultimately a higher quality of life.

At Tenterfield Care Centre, we believe in the power of co-designing and creating an environment that everyone is happy and comfortable in.



BUILDING WORKS



Welcome to the latest update on the building works at Haddington Nursing Home. Progress is well underway. The modernisation and expansion of our facilities will allow us to provide an even higher level of care for our residents. Read on for a closer look.





"EXTENDING CARE, ONE BRICK AT A TIME. EXPERIENCE THE NEW ERA OF EXCELLENCE AT HADDINGTON NURSING HOME WITH OUR REVAMPED AND REFINED FACILITIES."

Haddington Nursing Home has recently undergone a massive transformation with the introduction of a new extension. The works at the home have been underway for some time now, and it is finally starting to take shape. The extension is set to bring more space, comfort and a modernized look to the already well-established nursing home.

YOUR MATTERS MATTER

COMPLIMENTS, COMPLAINTS,
COMMENTS. HELP US IMPROVE
OUR SERVICE

TCC is committed to providing high quality care and services that meet your needs and personal preferences. Your feedback helps us know what we are doing well and what we can improve on.

There are different ways you can give us feedback.

1. Talk to a staff member You can speak to the staff or manager of the service. This is often the fastest and most effective way to have your feedback addressed.
2. Submit your feedback on a feedback form available at reception at Millrace and Haddington
3. Email us via enquiries@tenterfieldcarecentre.org.au or post feedback to 126 Duncan St Tenterfield NSW 2372

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