



TENTERFIELD CARE CENTRE

# news

TCC NEWSLETTER - AUGUST 2022



## ACTIVITIES & LIFESTYLE UPDATE

What our residents are up to at Millrace & Haddington

## A MESSAGE FROM OUR ACTING CEO

A letter from our acting CEO Neil Sproule

## RENOS & REFURB UPDATE

Updating you on what's happening with our Haddington extensions



**TENTERFIELD**  
CARE CENTRE

## **OUR VALUES**

INTEGRITY

RESPECT

HONESTY

LOYALTY

CARING

EMPATHY





# CEO'S LETTER

**NEIL SPROULE – ACTING CEO**

As we are over halfway through 2022, I thought I would take a moment to reflect on this past 2 or so months as acting CEO. Our environment continues to be unpredictable with COVID-19 still impacting how we work. At TCC, we are Resident-focused and our greatest attribute is our ability to pull together as a team when the demands placed upon us are at their most challenging. I count myself very fortunate to lead a team who have showed amazing dedication, agility and work ethic, meeting the challenges of Covid and rebuilding the energies and connectivity of working together within a safe environment. As TCC grows and changes, Residents, Families and our valued employees can trust that our core principles will remain unchanged. I would like to take this opportunity on behalf of everyone in the team here at Tenterfield Care Centre, to acknowledge and thank all of our Residents, families and business partners for their support and trust. I would also like to extend my deepest appreciation to the exceptional staff. Thank you for exemplifying our core values and producing the high-quality work our Residents deserve and expect. Our success is due to both our Residents and the commitment and talent of our dedicated staff.

*Neil Sproule*

# ACTIVITIES AND LIFESTYLE UPDATE

Sue New from LLA Solutions visited us for a week in June, accompanied by her therapy dog Bentley. All the residents enjoyed seeing them both again, Sue also spent some one-on-one time with Kasey, Kim and Aleah, providing education, support and improvement ideas. This is beneficial for the team and provides them with awareness of what is required to meet the standards of Accreditation.



## HADDINGTON:

The residents have enjoyed more special celebratory days and themes featured on our July activity calendar.

We celebrated NAIDOC Week during the first week of July, with Indigenous themed dot painting, Bingo, Quiz questions and Trivia. We also celebrated 'World Chocolate Day', where we held a special chocolate morning tea and Trivia.

At our July Resident Meeting, it was decided that our chooks in the middle courtyard needed to find a new home. The residents appreciated the recent gardening work to beautify the area and acknowledged that the tidy gardens and chooks did not mix. A young local girl, Phillippa adopted our chooks and has sent the residents a poster showing pictures of the chooks in their new home. The residents in return enjoyed making and signing a card in appreciation of Phillippa's welcomed efforts.

Unfortunately, having Covid within our facility and entering lockdown on the 14th of July, our residents are confined to their rooms but are enjoying one on one daily walks with Kim or Aleah. Each resident is offered puzzle sheets and booklets, painting materials, reading materials and some residents receive new listening materials, based on their own personal likes and preferences to help fill in their days and make it as enjoyable as possible.



# Haddington:

We have encouraged compassionate visits from family members of residents who struggle with the concept of "lockdown" and show signs of withdrawal and anxiety when regular family visits cease. We have been facilitating these visits to provide the resident with the necessary connection and emotional support that only family provides.

Once lockdown is over staff will recommence with the Activity calendar with bus trips, Virtual Quizzes, exercise sessions and themed days. In the meantime, Kim and Aleah are keeping in regular contact with each resident throughout each day of the lockdown.



## MILLRACE:

The residents have been busy this month enjoying all the activities on our Activity Calendar. This month the calendar included Ten Pin Bowling, A trip down memory lane, Bingo, Cooking, Singalong with Inez Butler, movies in the lounge, garden walks and word games.

Kasey took the residents on a scenic bus trip around town, they all enjoyed seeing the local quarry and how much it has changed recently. We celebrated a late Naidoc Day last week, enjoying a themed lunch and some didgeridoo playing from our resident John. The residents learnt about our local Aboriginal tribes and the history of Bluff Rock. Kasey will be introducing History Days to the activity calendar to learn about different areas in our local shire, as all the residents thoroughly enjoyed our Naidoc Day celebration.



## CONGRATULATIONS MAC!

One of our lovely Haddington residents Mac Fraser recently attended the Mole and Sovereign Red Cross AGM and lunch at Mingoola.

Mac was also awarded a medal for his 60+ years of service to the Red Cross, Mole and Sovereign branch. He joined when he was a teenager, and is now 93. Congratulations Mac!

Thankyou to Sally, Mac's daughter for allowing us to share these images



# HADDINGTON RENOVATIONS

BJS Constructions have commenced civil works at Haddington.





# WELCOME TO THE TEAM



## **LINDA RINGHOLT- HR ADVISOR**

Linda has lived in Tenterfield for 5 years and loves living here. Linda and her partner have a farm with cattle and 3 kelpies. She likes gardening, cooking and travel and is also a member of the local CWA branch.

Linda has been working in Human Resource Management for many years across a variety of industries in NSW and QLD. She has also owned and managed a couple of businesses.

In her role with TCC she aims to assist each employee to have a clear definition of their job role and what is expected of them, so that the best quality of care is assured for our residents.

Linda is looking forward to meeting everyone and learning about what each person does within the care team at TCC.



## **IAN WEST- CHEF MANAGER**

Chef Manager Ian West joins the TCC team having spent the best part of the last decade with Western Australian Corrective Services.

A trade qualified chef, Ian has a diverse background in hospitality, adult learning and facility operations with a focus on compliance, cultural and incident management.

He is seeking to achieve an overall improvement in the meal service at TCC whilst promoting and maintaining compliance at all levels.

Ian has recently moved back to Tenterfield from Broome with his wife Karen, two teenage sons, one chihuahua and a dachshund.

# OTHER STAFFING NEWS

We also welcome Iris and Lei. Iris is our Clinical Care Manager at Millrace and Lei is a carer at Haddington we welcome them both and hope they enjoy their time at TCC.

Along with Iris and Lei we have Sandra Charles who has jumped in as Facility Manager at Haddington on a contract until December. Sandra has a wealth of knowledge and is a very experienced RN and facility manager we welcome Sandra and are excited for her to be here.

On the recruitment front we are in the process of interviewing a number of kitchen, Laundry, cleaning and care staff as well as onboarding a new Kitchen hand and a new Registered Nurse. Exciting times ahead for TCC and our new recruits and we look forward to them joining our team and making a real difference in the lives of our residents and contributing to our TCC family.

## COVID UPDATE

Unfortunately despite strategies in place, to reduce the risk of a Covid outbreak, Haddington, has recently had 9 residents who have tested positive. Fortunately, the residents have not required hospitalisation or been unwell during their illness. An outbreak is classified by the Department of Health, as 2 residents over the weekend testing positive.

During the outbreak, we are guided by the Department of Health, to do a testing regime for the residents. This includes PCR tests attended by pathology, and RAT's being done. We are also guided by them in relation to the isolation process and the de-isolation of residents during this time. We are optimistic that we are nearing the end of this outbreak.

We will continue to screen all staff, visitors, and visiting personnel coming into our two facilities.

We would like to thank the residents and their families for their support during this time.

*FRANCES OVERALL - IPC LEAD*

# STAFF TRAINING & DEVELOPMENT

To ensure compliance, improve employee engagement, accelerate employee performance and support organisational goals TCC has implemented a comprehensive program for learning and professional development growth. We adopt a blended learning approach by providing a broad mix of training methods to maximise an employee's learning potential for future professional and personal growth.

As per our training calendar a number of staff have completed courses including First aid, PPE training, Enrolled Nursing, Certificate III in Hospitality and lots more weekly toolbox trainings and workshops.

Our Team have completed their mandatory online training for 2022, along with a number of face to face trainings. There are a number of courses and workshops that are scheduled throughout the year to make sure our staff maintain and update their skills as per the aged care quality standards.





 **Aged Care  
Employee Day**  
*Thanks for caring*

**SUNDAY  
7 AUGUST**

**#ThanksforCaring**



## What is Aged Care Employee Day?

'Aged Care Employee Day' celebrates each and every team member involved in the journey of caring for people who receive aged care services – from the nurses and care workers, to the allied health professionals, cooks and hospitality teams, to the drivers, cleaners and laundry employees, to the volunteers, to the leisure and lifestyle officers and administration teams.

Through their work, these people often develop meaningful relationships with our older loved ones – becoming defacto family members in the process.

Aged Care Employees Day puts these everyday heroes in the spotlight, celebrates them, and highlights the many different roles of those involved in the aged care journey.

To all our staff, we thank you and honour you on Aged Care Employees Day. This day is for you, to celebrate the incredible work you do, and to show you just how much you make a difference to the lives of our residents

# Winter Word Search



TENTERFIELD  
CARE CENTRE

H G I E L S E S R O H A Y C C  
H S C A R F Z H A T S O L R D  
T A G L O V E S I N N G L T O  
E M I S T L E T O E D I I C E  
E T F F E R R W E Y N T H S T  
T S O R F U F D D R A I C N E  
G I C I C L E S E A S O N O S  
N R T H T E A H T U T E R I C  
I H T L I O C I S N R Z I T C  
R C A E O I S V O A O E M A E  
E S L L T I N E R J N E G T D  
T B G C O L D R F O O R T I E  
T I C I N E S S E S M F H P C  
A F I R E I N S M T I I U I E  
H S E L A G M M O E C T E C M  
C K R A R C T I C W I N D E B  
A I E T A K S N E D W A I R E  
N T E R S R A E B R A L O P R

FIRE  
FREEZE  
FROST  
GALE  
GLOVES  
HAT  
HORSE SLEIGH  
ICE  
ICICLE  
ICINESS  
IGLOO  
JANUARY  
MISTLETOE  
POLAR BEARS  
PRECIPITATION  
SALT  
SCARF  
SEASON  
SHIVER  
SKATE  
SKI  
SNOW  
STEW

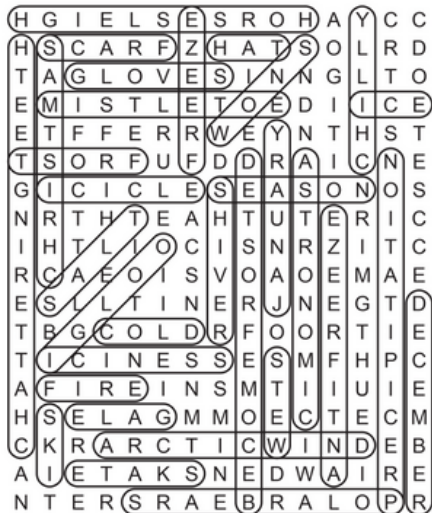
ANTIFREEZE  
ARCTIC WIND  
ASTRONOMIC

BECOME FROSTED  
CHATTERING TEETH  
CHILLY

CHRISTMAS  
COLD  
DECEMBER

# Puzzle Solutions

## Solution: Winter



# Laundry update for family

When bringing clothing in for family members can you please ensure clothing is either labelled prior to coming in or you can leave at reception for this to be completed by our laundry team. We want to make sure that our residents receive the right clothing after laundering so by labelling we can make sure that the right clothing goes to the right resident.

# COMPLIMENTS & COMPLAINTS

TENTERFIELD CARE CENTRE MANAGES FEEDBACK, COMPLAINTS AND APPEALS CONSISTENT WITH ITS POLICIES AND PROCEDURES AND PROTECTS INDIVIDUALS FROM ANY FORM OF RETRIBUTION, REPERCUSSION OR REPRISAL. WE WELCOME AND ENCOURAGE FEEDBACK, INCLUDING COMPLAINTS, IN ORDER TO IDENTIFY ISSUES AND/OR IMPROVE THE OPERATION OF POLICIES, PROCEDURES AND SERVICES. PLEASE GET IN TOUCH WITH US IN REGARDS TO FILLING OUT A FEEDBACK AND COMPLAINTS FOR



TENTERFIELD CARE CENTRE