



Newsletter

The October Royal Commission report reflected the common theme of a lack of fairness to our elders, the customer.

“Left out of sight and out of mind, these important services are foundering...” the report said. “With some admirable exceptions, [facilities] are poorly managed...”

Ashfield Baptist Homes is among those exceptions. Our team of dedicated staff place a high value on those in our care. It's also due to our transparency. We do not always get it right. We are humans delivering a human service. But we're passionate about owning it and working hard to fix it. In fact, we recently commissioned our own exhaustive on-site audit to be as prepared as possible to meet and exceed all eight Aged Care Quality Standards.

The Retirement Village construction is earmarked to start in late 2020 and we deliver ongoing capital investment into Bethel and AH Orr Lodges. Our Bethel Home Care client base continues to expand into the wider community.

2020 also marks the 70th anniversary of Ashfield Baptist Homes, with celebrations planned for mid next year.

Thanks to all – you make working at Ashfield Baptist Homes a pleasure, as always. Wishing you a happy and joy filled festive season.

Leigh



December Dates

12th: Mumma Sing Mothers & Children's carols performance

17th: Residents Xmas Lunch, with Musician & Entertainer Del Ryan. Families welcome.

20th: Staff Xmas Party

25th: Christmas Day – Residents' partners invited to join them for Christmas lunch

31st: Happy Hour from 1.30pm

Naming Comp

Fancy a chance to win a \$100 gift card? Our newsletter needs a catchy name.

Email your ideas to Liz at lfoster@abh.org.au or drop them in the Suggestions Box (and include your name too).

All Residents, Staff & Families welcome to enter. The winner will be announced in the February edition.

HenPower

HenPower is a creative ageing and animal therapy program that incorporates creative activities and art with keeping chooks. It was designed so aged care residents could nurture hens and participate in social and creative activities in the community.



The use of 'Pets' as therapy is well developed with a tradition of care farms engaging participants with learning disabilities and more recently using pets in older peoples care settings. In contrast to most petting activities, HENPOWER encourages participants to get involved and take responsibility for looking after the hens. These roles are tailored to the abilities and interests of the individual. Everyone can contribute to the Henpower community where they can foster new relationships and engage in new activities.

It has numerous benefits for residents, including improved general health and well-being and significant reduction of depression and loneliness.

At ABH we have seen our chickens hatch and we've already built a chicken coop in readiness for the arrival of the grown chooks. The new coop lives on the lawn behind the Parr wing. Thanks to Malcolm and Mario for helping build it.



STAFF MILESTONES

At ABH we are very proud to have many long serving staff members. The average length of employment here is 6.5 years which is incredible. Congratulations to you all and thanks for continuing to inspire everyone who lives and works here.

20 Years' Service
Asenaca, Corazon

15 Years' Service
Miatta

10 Years' Service
Morag, Rossana, Yanet,
Shanti, Josephine

5 Years' Service
Rachel, Hawera, Patrick,
Babita, Sabita, Deepa,
Chandy, Nicholas, Smita,
Steven, Pushpam





BETHEL HOME CARE UPDATE

The team's continuing to build the business and working hard to expand our client base and look after our existing ones. We are actively recruiting new care workers.

We're looking forward to having the new brochures by the new year which will also be placed in the local community. If you are connected to a community group in the inner west where you feel our flyers would add value, please let us know!

Natasha and Ruby



CATER CARE KICKING GOALS

In March this year Henry and the team from Cater Care took on ABH'S catering duties after resident feedback.

At the November residents meeting there was positive feedback on the new menus. Residents commented that previous food issues have been addressed and there is a good variety of meals served.

Henry says he loves working at ABH and chatting with the residents. Menu choice including a choice of vegetables has been well received.

Cater Care welcome any ongoing feedback and suggestions residents may have.



For every \$100 Ashfield Baptist Homes spends For 2018/19 FY



\$60 *\$57
Care costs



\$12 *\$13
Admin



\$10 *\$11
Catering



\$10 *\$12
Property maintenance

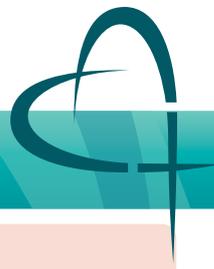


\$5 *\$4
House Keeping



\$3 *\$3
Utilities

* Industry average, based on financial turnover, Stewart Brown ACFPS Fin Performance Report Mar '19



CONGRATS ALEX!

Huge congratulations to our Maintenance Supervisor Alex Roe who married his fiancée Alicia on November 21st, followed by lunch at the popular Banksii restaurant in Barangaroo. Alex is English and Alicia is Italian so they're planning a big party with family and friends in Italy next year with their two beautiful girls Indi and Zali.



Say hello to...

RESIDENT JACKI NAPIER

How long have you lived at ABH?

2 years

Where did you grow up?

I was born in Petersham, but I've lived in Ashfield since I was 21, so I've been a local girl all my life!

Tell us about your family

My mother was from WA and my father from New Zealand. I don't have any siblings or children but the friends I made living in my unit block became my family. A beautiful Nepalese couple who are like my own children come and visit every month. They're expecting a baby so I'm looking forward to becoming a Nanna. And another young Chinese man from my block looked after me after my heart attack. He visited me every day for nine weeks and helped pack up and sell my unit before I moved here.

What was your first job?

I was a nurse at Concord Hospital for 5 years.

Do you have any hobbies?

I love helping people. Getting to know the people in my unit block and being kind to others has given me my family. I also love photography, and learning about other cultures, which is my passion. I enjoy staying connected to people on Facebook and via email.

Best advice ever given?

"Keep your head when everyone around you is losing theirs."

Greatest achievement?

Graduating from Bible College with a Diploma in Theology. My faith and Bible reading gives me a permanent sense of peace.





Staff profile

RUBY ZHANG HOMECARE CASE MANAGER



How long have you worked here?

3 years

Three words to describe you

Happy. Team player. Harmonious.

What's your ideal holiday destination?

China, where all my family is from.

Where did you grow up?

China. I moved to Australia in 2005 when I was 15.

What's the best thing about your job?

Meeting challenges presented by the differing needs of my clients. I enjoy supporting my clients and I'm happy travelling everywhere around the city.

Tell us about your family

Most of my family are in China. I visit at least once a year to see them all, especially my Grandfather (Yeye) who's a famous emergency doctor in my hometown. His inspirational stories made me want to become a nurse.

What's your greatest achievement?

Developing communication skills in another language.

What do you love doing?

I love spending time with my two cats Didi and 250 (yes, that's my cat's name).

Best advice you've ever been given?

To spend as much time with family as possible.

Favourite book or movie?

I love reading Japanese comics. Also I love comedies like Jumanji with Jack Black and The Rock.

If you could meet anyone, who would it be?

I'd love to see my mother again.



AROUND THE WORLD with Christine Sharpe

I was a globetrotter in 1973. I worked for the BBC in London, travelled through Europe and visited amazing sights like St. Peter's Basilica and the Arc de Triomphe. I saw a bullfight in Barcelona and lived in Portugal for six weeks. In Africa, I went on safari and stayed in jungle treetops. There was a salt lick (like a waterhole) and the staff rang the bell when the animals came – elephants, hippos, lions. You could hear them roaring a chorus at night. The locals were lovely and the whole world felt light. I came home via Buenos Aires and Rio, incredible cities with warm and easy-going vibes. My magic memories will stay with me forever.





New creative arts program

The Lifestyle team are excited to announce a new Creative Arts program for the residents.

It's a fun, engaging, and practical program where experienced artists work with small groups to help participants explore their own creativity and learn new skills – while focusing on specific health and wellness needs.

Experienced artists specialising in a range of artistic forms from painting, visual arts, theatre, photography, music, writing and dance will teach the classes which focus on three areas:

1. Creative Movement

Build mobility and physical wellness in a fun and relaxed way. Classes are set to music and adapted by the artist according to the requirements of the group or individual.

2. Visual Arts

A team of Visual Artists offer a range of classes including painting, drawing, mosaics, clay work, photography, printmaking and sculpture. The artists have a wide range of experiences and work with participants' interests and needs.

3. Music & Performance

Music and drama programs offer an opportunity for participants to learn a new skill and to build confidence and self-esteem while having fun! Programs require no experience and range from singing and percussion to poetry and acting.

We have also started Mosaic classes which kicked off in November. Residents learn how to create their own masterpieces which they can use to decorate the facility or gift to a cherished family member or friend.

The program includes –

1. Introduction and background to the art of Mosaic including examples to get the creative juices going.
2. Expert guidance to help everyone design their own piece.
3. Full supply of all materials and grouting.





REMEMBRANCE DAY SERVICE – NOVEMBER 11TH



Remembrance Day in Australia is dedicated to Australians who died as a result of war, particularly from World War I onwards and especially to soldiers who died fighting to protect the nation.

Residents commemorated Remembrance Day with a service in the Chapel on 11th November - the day that marks the Armistice (laying down of arms) of 1918.

The address and Ode were read by ECM Barry Cowling followed by the Last Post, a minute of silence, the Rouse and the National Anthem dedicated to the deceased.

The room was ablaze with red poppies proudly worn on various items of clothing, symbolizing the blood of the soldiers' fallen comrades.

Residents shared some of their personal family wartime stories before the service ended with a prayer for peace.

After the service we all sang happy birthday to Resident Win Durham who was born 11th November 1926.

Kathy Mitchell, Chaplain



PIZZA MAKING

In October, we set up a pizza oven in the outside café area. Everyone helped roll out their dough and add their favourite delicious toppings which also helped with manual dexterity.

It might seem a simple thing but making pizzas can be meaningful and engaging. It enhances residents' wellbeing and helps them foster connections.

The activity not only produced delicious food but also provided an all-round sensory experience for residents, via touch, taste and smell. It was a big hit and we'll definitely be pizza making again in the new year.





FIRE SAFETY TRAINING

On November 27th, Tony Fox, a Fire Safety Educator from STAD ran an extremely interactive and hands on workshop to staff. STAD specialise in aged care and Tony knew all the little tricks and traps to look out for (such as checking cupboards). A real-life fire was role played and staff were each allocated different roles (either as resident or staff member) to maximise residents' safety.

Tony demonstrated how to evacuate a non-ambulant resident using Bibek as the model.

Happily we learned that our buildings rank amongst the highest fire safety rating in the globe! Between localised sprinklers, concrete walls and floors, fire-retardant carpeting and even fire-retardant paint, our buildings have been designed to protect our residents and maximise safety in the unlikely event of a fire.

As well as minimising fire risk, simply turning off all appliances at the wall saves money. A St. Vincents Hospital trial demonstrated annual savings of \$100,000. In our own homes we can all save \$30 each quarter if we don't have our televisions on standby.



THE ABH WISHING TREE

Our newly launched Wishing Tree Program is focused on working with our residents to understand their greatest wish and then turn that dream into a reality.

Residents can place wishes on the tree, then at each resident meeting, one wish is picked off the tree.

Staff then work with the resident and their family to grant the wish.



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