

Newsletter



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A message from our COO – Joe Gaudiosi



Firstly, I would like to thank everyone for their support while I have transitioned into the role of Interim Chief Operating Officer at Blue Haven.

I clearly join Blue Haven at a delicate time for everyone involved, with the news we are exploring the options around sell, lease, joint venture or keep Blue Haven understandably causing concerns for many of you. Additionally aged care broadly has and remains an industry drawing much (deserved) attention within government, industry and the media.

My role is to limit your concerns as much as possible and work with the staff to focus on the improvements that have been identified at Blue Haven in recent months. With 134 residential aged care places, 260+ independent living units and 120 Federal in-home care packages with further 500 home support and community transport clients, Blue Haven is a sizeable organisation for a single service provider.

Blue Haven is a long-standing organisation in the local Kiama community and I am looking forward to assisting it and everyone involved navigate through the current situation. I have attended several meetings and met many of you and look forward to further meetings and discussions (See 'Progress on Blue Haven Consultation' on p4). Please don't hesitate to contact me on **(02) 4203 4055** or

enquiries@bluehavencare.com.au to discuss any concerns you may have.

Additionally for staff, please feel free to access the Employee Assistance Program on 1300 361 008 or online (<https://kacey.kiama.nsw.gov.au/For-employees/Your-wellbeing/Employee-Assistance-Program>).

For residents, clients and families you also have access to the Seniors Rights Service on **1 800 424 079**, an independent external information and advocacy body for seniors. Seniors Rights Service are the NSW office of the national OPAN (Older Persons Advocacy Network).

I want to thank you all for your valued efforts and all that you do. Your commitment and dedication to Blue Haven have not gone unnoticed and they make all the difference.

I am looking forward to the opportunity of serving as COO for Blue Haven and working together over the next coming months.

Regards,

A handwritten signature in blue ink, appearing to be 'Joe Gaudiosi', written over a white rectangular background.

Joe Gaudiosi

Progress on Blue Haven Consultation

Kiama council has completed the first round of community consultation to explore options for its aged care business Blue Haven Illawarra.

Council has resolved to do extensive community consultation regarding Blue Haven's future and explore the options of keep, sell, lease or joint venture.

As part of this process, Kiama Mayor Neil Reilly and CEO Jane Stroud attended meetings with the Independent Living Unit (ILU) Resident Committee, and hosted meetings where all residents were invited to contribute. We have also hosted meetings with Kiama Council and Blue Haven staff and supported all-staff meetings with the United Services Union to ensure staff could hear from their union as well.

Regular letters have been sent to ILU residents, Residential Aged Care Facility residents and their families, and Home Care Services clients to keep them up to date with the process.

Council is making every effort to engage and listen to our community, starting with those who are most reliant on Blue Haven's services.

Cr. Reilly said an important outcome from the first round of consultations was an agreement to hold regular meetings between Councillors and Blue Haven's residents, families, staff and supporters.

The well-being and high standard in quality care of Blue Haven residents and our clients remains the highest priority and we will ensure that care is not compromised during this process.

Council has created a webpage for the community with regular and ongoing updates. Please visit: www.kiama.nsw.gov.au/bluehavenfaqs



Upcoming events

JULY	
7	National Chocolate Day
14	Bastille Day National Day of France

AUGUST	
5	International Beer Day
15	Indian Independence Day
30	Multicultural Food Day

SEPTEMBER	
4	Father's Day
7	Brazilian Independence Day
17	Oktoberfest
19	Talk Like a Pirate Day

Blue Haven COVID Update

Due to current COVID-19 exposures, Blue Haven has extra precautions in place, in line with the advice from the NSW Department of Health.

Family and friends are required to book their visit with reception, ensure they are fully vaccinated against influenza and COVID-19 and take a temperature, symptom and RAT test on arrival. Visitors are strongly encouraged to get a booster vaccine if they are eligible for one.

Residents can have two visitors per day aged 12 years and over, plus two children aged under 12 years per day between 9.00am-3.00pm, seven days a week. All visitors and staff are required to wear P2 masks within the building.

Visitors can call reception at **(02) 4203 4055** prior to book their visit.

This newsletter is produced by Blue Haven Media, Marketing and Communications team. If you have something to contribute to a future issue, write to media@bluehavencare.com.au

The Lifestyle Team

Susan Delamont, Kristen McNamara
Leanne Dryburgh, Karen Drain



Announcements

New Residents

A very warm welcome to: John T, Noel R, Shirley B, Iris C, Milly D, Gwen T, Nerida F and Beth D.

We hope that you enjoy your time here!

Hairdresser

We have a hairdresser who attends our Blue Haven Hair Salon every Thursday and Friday. If you would like an appointment, please ask at reception to write your name down in the hairdresser's book.

Electrical Equipment

A reminder to residents and families that any electrical equipment being brought on site for residents must be electrically tested and tagged by our maintenance team prior to equipment being used. Unfortunately equipment is being used without being tested and causing electrical shorts in the facility.

Library Service

We have a mobile library service that delivers and picks up books to residents' rooms. Please talk to a lifestyle team member for more information about this service.

Bus Zone Parking

A reminder to visitors and staff to please leave the bus zone, which is located in the rear car park, free for bus parking only.



Barroul House

Our Barroul House café is open for business 7:30am – 2:30pm Monday to Friday. See our menu board for daily lunch specials, cakes and coffee.

The Lifestyle Team continued

Cinco de Mayo celebrations

Finally May saw us some sunshine, the team were busy as usual as we prepared for Cinco de Mayo, Mexican celebration day.

Cinco de Mayo (pronounced *siŋko ðe mao* in Mexico, Spanish for "Fifth of May") is a yearly celebration held on 5 May, which commemorates the anniversary of Mexico's victory over the Second French Empire at the Battle of Puebla in 1862, led by General Ignacio Zaragoza.

The Lifestyle Team dressed up in Mexican Attire and the residents enjoyed Mexican music and a Mexican themed morning tea.



Lesley Southon celebrates her 100th birthday



Making it to 100 years old can seem no easy task, but Minnamurra's Lesley Southon has taken it in her stride with a smile and sense of optimism. "I seem to have filled my life, much of it with plays and music," she says. "My life has been happy and a bit cheeky."

Lesley was born in Bronte and lived there for 58 years before moving to Minnamurra, when she joined the Minnamurra Mad Caps and Kiama Uniting Church. She now resides at Bonaira Blue Haven. "No one thought I'd ever leave Bronte because it was so lovely then but after my son married and moved to Kiama Downs, I started to think maybe I should come down here too," she says. "I was very blessed because I've truly loved it here. It didn't take me long to get to know everyone, and their dogs and cats."

"Throughout her life, Lesley has sung, put on plays (including at the Kiama Uniting Church), worked as a typist and was a secretary to the headmaster of the junior years at Sydney Grammar School. She also did canteen work for the Defence Force in Sydney during WW2.

"I directed about two musicals a year for the community church and it nearly wore me out, but to see the finished product was like wine," she says. "I worked in various canteens for the war, Mum wouldn't let me join up, but it was hard yakka cooking and peeling potatoes and peas for the men." Lesley still loves to read and paint, and also did tai chi for many years. "I'm a word person and I read copiously," she says. "I do some painting too, but I have to paint something that really appeals to me. When asked about life advice, Lesley says, "Right is still right and wrong is still wrong and you have to walk in the middle. It's about finding the good in life, being kind and knowing that there's a lot to laugh at in life, which I have done."

Lesley celebrated her 100th birthday in April at the Kiama Golf Club surrounded by family and friends. (Reference: The Bugle, Kiama, 3 May 2022.)

The Lifestyle Team continued

May was the month of celebrations and we saw the ladies celebrating **Mother's Day**. Big Ted paid a visit to the residents in their room and presented them with a small gift from The Friends of Blue Haven.



Pirate day was held on Friday 13 May. It was a day for the residents to enjoy some fun and even walk the plank.



Our Community Team by Program Manager – Marianna Parish

It has been a very busy time for Blue Haven Community staff with all office staff now back on site and doing regular Rapid Antigen Tests (RATs), daily health checks and maintaining COVID Safe practises in line with the **NSW Health Advice to home care service providers as of 3 June 2022**. To date there has been no identified transmission of COVID 19 from staff to clients or client to staff due to the ongoing vigilance of staff.

Staff have also transitioned back to our existing software system Umantec (Metcare), due to the significant ongoing issues with Health Metrics (eCase) which Health Metrics has advised they are unable to rectify for some time due to organisational issues. Although there are still limitations with the current system, Umantec will be releasing Metcare Version 7 in the next few months which they have advised will address many of the gaps in the current Version 6.

Blue Haven's Commonwealth Home Support Program (CHSP) has provided 7,378 hours of direct services (personal care, domestic assistance, home maintenance and social support) to 818 clients since July 2021. With the easing of restrictions Blue Haven Community was able to recommence our Social Support Groups and Outings in March which will provide much needed support for many of our clients.

Blue Haven's Home Care Packages program (HCP) is currently supporting 120 packages (clients). We have had an increase in referrals of all 4 levels of packages while there continues to be a number of clients transitioning to higher level care. The HCP program has been able to support clients with services including (but not limited to) personal care, nursing care, domestic assistance, home maintenance, social support and respite care for carers.

Community Transport

Community Transport (CT) currently provides transport to 439 clients for health and medical appointments, shopping, library visits, community groups, social connection and special events.

The philosophy of Community Transport is based



on maintaining a client's independence while providing them with the means to remain active in the community while living in their own homes. We pride ourselves on empowering our clients and providing them opportunities to take charge of their everyday lives.

Reablement is an integral part of what we do and recently we have been part of a wonderful outcome for one of our clients. This 80-year-old person suffered a stroke that had affected her right side, limiting her ability to manage some tasks and causing feelings of depression. Being fiercely independent and determined we wanted to afford her every opportunity to access our transport in a dignified and autonomous manner to be able to attend rehabilitation and physiotherapy sessions. By liaising with her daughter and respecting the client's wishes to allow her to manage by herself as much as possible, we worked out strategies with our amazing volunteer that promoted her wish for autonomy.

The outcome is that her mobility and outlook are improving every visit and the clinicians are ecstatic about her progress, as is the client and her daughter. The daughter's feedback is below;

"Please thank your team for all their hard work and dedication. Mum is a determined soul and I know she wants to be as independent as possible, while not wasting anyone's time. So happy it was a positive experience for John and the rehab team. Thanks to you too for all the effort you've put in."

Our Community Team continued



Congratulations to Leah O' Reilly who has recently celebrated five years of service with us as a Support Worker. Thank you for the important role you do every day in keeping our Blue Haven clients in their homes.

Our Chief Executive Officer Jane Stroud recently visited Blue Haven to meet our hard working Support Workers. We thoroughly enjoyed meeting and catching up with her.



New Additions to our Community Team

Jijo Kunjappu recently joined Blue Haven as a Support Worker . Jijo says he is "enjoying [his] new role as it's a very rewarding job. Blue Haven offers flexible working hours and all teams are friendly and motivated".

Thank you and welcome to the team Jijo!

Blue Haven Social Groups

A lot of fun was had when the **Thursday Seaside Group** came together to celebrate the upcoming Queens Birthday Long Weekend and Jubilee. Our only gentleman in the group at present, George, made a spectacular Royal Footman accompanied by his equally engaging wife, Betty.

Betty and George have been enjoying dressing up and celebrating together since the 1960's.



Our Community Team continued

Blue Haven Social Groups continued

Our seaside group has enjoyed various activities during the past months, such as seniors yoga sessions, singalong, the celebration of Easter and Mother's Day. These activities provide engagement and social interaction through hands-on fun activities.

Blue Haven Seaside group meets weekly on Mondays and Thursdays from 10:00am – 1:30pm at Matterson Hall.



Blue Haven up on your feet, our clients taking part in low impact light exercise class run by a qualified physiotherapist. Exercise classes occur every Tuesday at Matterson Hall from 11:00am – 12:00pm. To join our group please contact My Aged Care on **1800 200 422** and request a referral for social groups sent to Blue Haven.



Volunteers

News from our Service Facilitator – Myriam Marchant

Blue Haven staff wish to thank volunteers Jan and Sandra for generously sharing their time by assisting us in the community office.



Blue Haven volunteers gathered at the Kazador, Black Beach Kiama to celebrate National Volunteer Week.

Thank you to our volunteers for the immeasurably valuable work you all do for Blue Haven. We cannot thank you enough for your ongoing dedication and commitment.

Did you know that volunteering is one of the best things you can do for your own wellbeing? Studies show that there are many benefits to volunteering in aged care.

Becoming a Blue Haven volunteer is an amazing way to enrich the lives of others and give back to the community.



Blue Haven volunteering roles may include:

- Supporting structured activities within the Matterson community hall at Blue Haven Bonaira
- Shopping for or with the client
- Bus helpers
- In home social support
- Floor assistant/activity assistant
- Spending time with residents and clients for social interaction
- Transport to (non-urgent medical) appointments, social group events, and/ or shopping trips
- Taking clients out and about and/or providing a break for carers

Volunteers continued

Without our valued volunteers, we simply could not provide the range of care available, at the highest standards possible.

Volunteers also make a huge contribution to our local community in Kiama, and beyond. Here's some more detail on the benefits to volunteering:

IMPROVE YOUR WELLBEING

Multiple studies show volunteering can help boost your mood and ease stress. In fact, research has proven that those who regularly volunteer get an extra dose of the “feel good” neurotransmitter oxytocin.

BROADEN YOUR PERSPECTIVE

It can be easy to get caught up with the everyday worries of life. Volunteering is a way to put things into perspective about what is really important and can instil a sense of gratitude for the things that matter most.

MAKE A DIFFERENCE IN THE LIVES OF THOSE YOU HELP

It can be satisfying to know you are making a positive difference in others' lives. Connecting with someone from another generation can give you an entirely new outlook from those that come from all different walks of life.

PUT YOUR SKILLS TO GOOD USE

Do you have a driver's licence? Do you enjoy running activities? Are you a good listener? Put your knowledge and abilities to good use—volunteer recruiters look for these types of attributes and more. Develop a sense of satisfaction you are using your talents to help others.

MAKE CONNECTIONS IN THE COMMUNITY

Volunteering can expand your horizons and help you make new friends from your local community. Connecting with others can give you a sense of purpose and find common ground with other locals.

Sign up to volunteer now with Blue Haven's Service Facilitator

- 1** Fill in our volunteer application form: bluehavenillawarra.com.au/about-us/volunteering or scan the QR code below
- 2** Email the completed form to enquiries@bluehavencare.com.au or call us (02) 4203 4055
- 3** Our Service Facilitator will be in touch with you



Food and Nutrition with our Food Services Manager – Adriaan Mak

Blue Haven's Head Chef Adriaan Mak and his team make sure residents at our Blue Haven Aged Care Facility receive delicious and nutritious meals for breakfast, lunch and dinner.

That means preparing more than 400 meals a day, seven days a week.

Adriaan has been head chef since Blue Haven Bonaira opened in 2019. Working closely with dietitians and responding to feedback from residents, the team provides an ever-changing menu, balancing the five food groups, with an emphasis on fresh produce.

We caught up with Adriaan in between service times.

What inspired you to become a chef?

My grandparents taught me to cook from a young age and ever since then that's what I wanted to do. During High School I did cooking classes and then went on to get an apprenticeship, traveling from Bankstown to Cremorne five days a week by public transport.

What is different and rewarding about cooking for older clients?

It's about delivering what our customers like. There are many tastes to please but our team does an amazing job providing well balanced meals which have been approved by our dietician. The proof is in the pudding: seeing the residents happy and healthy.

Any specifics to consider?

We have many different factors to take into account as we need to supply meals such as puree, mince and moist, soft and bite size to our normal meals.

While doing that, we add extra protein into some meals, and ensure all the food groups are provided to our residents. Of course the residents also have a choice and a voice, so we continue to improve our meals from their feedback as well.

What are the most popular dishes?

Roasts with traditional vegetables, silverside, Asian dishes, BBQs, grilled salmon steaks, grilled snapper fillets and braised steaks.

Tell us about the seasonal menus?

We change the menu as the seasons change, trying to use the freshest produce we can. We also listen to the residents and change the menu based on their feedback.

What's the best thing about working at Blue Haven?

The best thing is the residents and staff, greeting them each day and being able to provide good meals and great service. As well as that, the kitchen staff are loyal and hard working under a lot of pressure.

You're currently recruiting...

We are always looking to bring in new chefs and kitchen hands with good knowledge and experience so please apply as we have positions to fill as we grow. The best thing about working in our kitchen is that all staff have a voice and we love to hear fresh ideas.

Check out our current job postings:

<https://bluehavenillawarra.com.au/about-us/careers/>



Good new story

World Environment Day at Blue Haven

Blue Haven marked this year's World Environment Day on 5 June by celebrating our gardens and gardeners.

The 2022 World Environment Day slogan is "Only One Earth" and the focus is on "Living Sustainably in Harmony with Nature". It's a day for ordinary people to do something positive for the environment.

Gardening has helped many of our Blue Haven residents during the COVID-19 lockdowns. The Blue Haven Lifestyle team constructed garden beds for the Bonaira Residential Aged Care Facility residences so they could get outdoors even when the facility was closed to visitors due to the pandemic.

We caught up with Thelma Allan, Blue Haven Bonaira Residential Aged Care Facility resident. Thelma is an avid gardener and found joy in gardening during COVID lockdowns.

Thelma tells us that the key to healthy plants is to talk to them. She enjoys growing her own strawberries, rosemary, tomatoes and a variety of succulents.

Backing onto a rainforest reserve and with the beach just a short walk away, the location of Bonaira is hard to beat. Thelma enjoys walking through the Bonaira Native Gardens down to Kendalls Beach to dip her toes in the sea and enjoy the natural surrounds.

Thelma spent her childhood on a farm and loves the outdoors. "Gardening is a way to keep you busy and



Thelma Allan, Blue Haven Bonaira resident enjoying her courtyard gardens

Bonaira ILU's collective veggie garden



keep you active", she says. "I grew up on a farm and I just love being out in the open air enjoying nature."

The Bonaira Independent Living Units (ILUs) also boast their own well established gardens. The residents share veggie patches and take a collective approach to their communal gardens.

Much thought and care was put into designing and landscaping the Blue Haven Bonaira gardens. The grounds include a plethora of Australian native plant species and include the following:

- Dementia Garden – with a walking track, vegetable garden seating and multiple exotic and native plant types to reflect the seasons.
- Arrival Garden – our internal rainforest garden located in the main lobby creates a natural feature to the building entry.
- Dry creek bed and dense plantings, including small trees, create a natural vegetated buffer between adjoining residents.
- Maze Garden – a series of low hedges create a path with 'surprise spaces' to provide a natural children's play area beside Barroul House café.
- Arbor structure planted with local native climbing plants forms a protected walkway for residents linking the ILUs to the main building.
- ILU Deciduous Garden – raised embankment planting with colourful low shrub and

World Environment Day continued

Appreciating the natural surrounds from the Bonaira Sky Deck



groundcovers with deciduous trees to allow winter sun into resident courtyards.

- ILU Residents Garden – a ground floor paved courtyard with private spaces defined with raised planters and planting. Plant types include a mix of coastal rainforest and exotic trees to maximise winter sun.
- Each of the eight households in the Residential Aged Care Facility are named after flora and fauna, with all but one being local to the area. The home names are: Cedar, Palm, Flame Tree, Wattle, Lilly Pilly, Figtree, Ironbark and Banksia.

COVID-19 has shown that pandemics can seriously affect people's physical and mental health. However, we know that when people can engage and physically interact with nature, they often have greater wellbeing overall.

Gardening can generate multiple benefits for physical, mental, social, and cognitive health and help reduce mental distress. All of this has been especially welcome during the pandemic.

So this World Environment Day, Blue Haven celebrates our beautiful gardens and all our wonderful resident gardeners.

If you would like to book a private tour of the Bonaira facility and gardens please call Blue Haven Reception at **(02) 4203 4055** or visit www.bluehavenillawarra.com.au and fill out the online request form.

World Environment Day

5 June 2022

BLUE HAVEN
ILLAWARRA

KIAMA MUNICIPAL COUNCIL

Seachange Physiotherapy Report



Sea Change Health Professionals are a team of physiotherapists and physiotherapy assistants providing services to residents in residential care as are underpinned by the Aged Care Quality Standards

We are located in the Wellness Centre on the ground floor at Blue Haven. The team support the older person in maximising their health, wellbeing and quality of life by improving their physical ability and function when in residential care. We are available Monday to Friday offering daily exercise groups, individual exercise programs, pain management and falls prevention strategies. We have gym and rehabilitation equipment available in the Wellness Centre and are able to take advantage of Blue Haven's great location, taking residents for walks through the reserve behind the facility, down to the beach and around the gorgeous grounds.

We have lots of great stories working with our residents, we look forward to sharing our stories with you.

Independent Living Units Update

What's been happening in June:

Terralong

- **8 June** Joe Gaudiosi accepted a special invitation to attend the Wednesday morning tea in the Sky-lounge and spoke with residents on a range of topics.
- **15 June** Terralong residents approved their 22/23 annual budget and held the regular discussion forum for all residents, which was also attended by the Mayor Cr Neil Riley, CEO Jane Stroud, COO Joe Gaudiosi and Manager Project Develop & ILU Operations Steve Dawson.

Bonaira

- **30 May** Council CEO Jane Stroud met with the residents' committees of both Villages in Matterson Hall, to brief them on Council's financial position.
- **1 June** Bonaira residents approved their 22/23 annual budget and held the regular discussion forum for all residents, which was also attended by the Mayor Cr Neil Riley, CEO Jane Stroud, COO Joe Gaudiosi & Steve Dawson.
- **11 June** Friends of Blue Haven Craft Stall was held in Matterson Hall.



Upcoming Activities:

Terralong

The Wednesday morning tea at 10:30 in the Sky-lounge has made a return, now that COVID restrictions have been eased, so why not call in for a cuppa with your fellow residents.

Bonaira

Hear Fit weekly exercise class on Friday each week in Matterson Hall at 9:00am.

Enjoy a pleasant Sunday afternoon of music, activities and good conversation, in Matterson Hall between 2:30pm and 4:30pm.

Manager update:

Terralong

The new financial year will see the commencement of two major upgrades. We will be replacing the replacement of all 200 Emergency Call Pendants with new state of the art technology. We will also be replacing the the replacement of the centralised hot water boilers in Stage 5.

Bonaira

- Our building company Richard Crookes will finalise their investigation of individual bathroom waterproofing and drainage, with a view to ensuring any identified defects are remedied ASAP.
- The builder will also host a "thank-you for your patience" function for all ILU residents in Matterson Hall once work has been completed.



RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE