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Clinical management with digital ease



Reservoir's exciting plans



Residents move into Henshall Close



Order of Australia for a Mayflower resident



Memories enjoyed with multi media



CEO'S message

Firstly I would like to say thank you all our staff and volunteers for their dedication and service to our residents – their efforts are greatly appreciated. I would also like to offer a warm welcome to all our new residents at Mayflower Brighton, Macleod and Reservoir. We hope you enjoy being part of the Mayflower community as much as we do.

So much has happened since our last newsletter. We have completed our newest apartments at Mayflower Brighton. The precinct called Henshall Close has an impressive frontage on Grant Street Brighton East, and adds 25 independent

living units to the current complement of independent seniors living accommodation at Mayflower Brighton.

We have commenced the long awaited refurbishment of the Rodda Dixon Terraces at Mayflower Brighton. This project will be completed over two stages and will deliver premium single bedroom units that match the quality of our Norman Place and Henshall Close apartments.

Mayflower Reservoir is also moving forward in a big way. We have been allocated an additional 72 aged care places by the Government which means that we can redevelop Mayflower Reservoir to achieve a state-of-the-art 110 bed facility for the community in the northern suburbs. For Mayflower to continue to be successful and have a presence in the aged care sector it is essential that we grow and

the Reservoir project is a significant step toward achieving this outcome.

We have also introduced a new electronic documentation system to manage clinical information for our aged care residents. Our objective is to maintain a truly integrated, computerised health record for all residents which in turn will lead to a higher quality of information sharing and provision of care.

Other recent highlights include a very social luncheon to celebrate the hard work of all our volunteers, the introduction of new multi-media devices to help connect aged care residents to their cultural backgrounds, and the installation of a new gazebo at Mayflower Reservoir.

I hope you enjoy reading this edition of Grapevine.

Rosa Ginevra
Chief Executive

Going digital

Mayflower has introduced a new electronic health system, called iCareHealth, to manage resident information. iCareHealth is Australia's leading provider of clinical, care and medication management software for the Australian aged care industry.

Progress notes, assessment forms and care plans are now computerised making the input, use and storage of clinical information faster, easier and more accurate. The management of medication has also been computerised, including signing for medications that staff administer. This will ultimately ensure standards are met consistently across Mayflower.

More time with residents

Instead of using a pen and paper to record a resident care details, staff now use a computer. This removes the need to duplicate information, which means carers spend more time with residents and less time completing paperwork. A time and motion study with a large iCareHealth client found a 17% reduction in documentation. This resulted in more care time available for carers enhancing both the quality of care for residents and increasing employee engagement and satisfaction.

Greater accountability

iCareHealth allows single point of entry and reporting across the entire organisation, so key information is available instantly. Key clinical indicators, such as wounds, incidents and infections are available on dashboards, ensuring staff are always up-to-date with the latest clinical information, and enabling management to continually review care practice and performance.

Enhanced resident care

The new medication management system will enhance medication administration, reduce errors, and improve communication and ordering processes with pharmacies. The system also provides comprehensive reporting, enabling robust analysis of medication administration and enhancing resident care.



Kristina Evans with a new tablet computer

Bigger & newer, exciting news for Reservoir



The Mayflower Group is planning to invest \$25 million to redevelop Mayflower Reservoir and create a new, state-of-the-art aged care facility for 110 residents.

Mayflower CEO Rosa Ginevra said "The plan would transform the 40-year-old facility, which currently comprises a 38-bed residential aged care service and 22 independent living units, into a contemporary, facility able to care for twice as many people."

"This project is very important for families living in the northern suburbs, where there is currently an 800-bed shortage of aged care places," Ms Ginevra said.

"Mayflower plans to build a state-of-the-art facility that is dementia-friendly and welcoming to residents from diverse cultures. This investment means we can offer high quality residential care to more people in the northern suburbs."

Key features of the development plan, which has been submitted to Darebin Council for planning approval, include:

- A two-storey, architect-designed building with private rooms and ensuites for 110 residents

- A minimum of 40% fully supported beds set aside for financially and socially disadvantaged members of the community
- A built environment that supports residents with dementia and other forms of cognitive impairment
- An environment that welcomes and caters for residents and families from culturally diverse backgrounds through lifestyle programs, menu choices and multicultural staff
- An increase in the qualified and skilled workforce recruited from within the local community.

Easy transition for aged care residents

All current aged care residents will automatically have a place in the new facility and it will have no impact on their fees.

Mayflower proposes to build the new facility in two stages so that current aged care residents can continue to live on the current site, in the same room, while building takes place. Once the new facility is complete, residents will move into brand new accommodation on the other side of the property.

Importantly, staff will continue to work as normal while the new facilities are built so there will be no interruption to the important relationships between residents and carers. When the new facility is fully operational Mayflower expects to double its staff numbers.

The timeline for redevelopment will depend on Council planning approval, but it is hoped it could begin in a year's time.

Just like home

The new building will be designed to look and feel like a house. Residents will live in small groups of 22 with their own private spaces including a separate dining room, dedicated living area and garden space. The soft furnishings, floor coverings, window dressings and artwork will be carefully selected to feel homely, and residents will be encouraged to personalise their room.

When complete, residents will enjoy:

- Larger bedrooms, each with a private ensuite
- A dedicated hairdressing salon, library and chapel
- A cinema room with comfortable chairs and a large screen
- A physiotherapy clinic
- Ample recreational space, including upper storey terraces overlooking the garden
- Four courtyards and landscaped perimeter gardens
- Dementia-friendly design across the entire building for residents with cognitive impairment
- More programs for residents from diverse cultures

Winter warmers at the Mayflower Cafe

Winter is well and truly here so it's a great time to drop into the cafe at Mayflower Brighton for some soup, coffee and cake, or a hearty meal. Stop by and grab a delicious warm homemade soup with toast for only \$9 during June and July.



Rodda Dixon renovation

Mayflower Brighton's oldest independent living units are about to get an overhaul, with preparation for renovation works on the Rodda-Dixon single bedroom units now underway. These units are over 50 years old, and while dearly loved by many residents, have been in need of renovation for some time.

The renovation works are expected to deliver a standard of design and amenity comparable with the recently completed apartments in Henshall Close. This will involve a complete refurbishment of the internal aspects of the units as well as the exterior of the building.

There is a feeling of excitement among current residents, who are looking forward to moving into their new units later this year.

"I am very excited to be moving into my new apartment," said Ellie Clutterbuck. "I'm a keen baker so I'm looking forward to using my new kitchen". Ellie has lived at Mayflower for 11 years and loves being part of the Mayflower community. "My husband John and I have been very happy," she said, "I've made many friends that I cherish".

Mayflower plans to refurbish the units in two stages so that residents can continue to live on site while the renovation takes place. It is expected that the second phase of the renovation will be complete by June 2017.

To register your interest in the new Rodda Dixon units, contact Mayflower Brighton on 9591 1100.



L-R Mary Clinnick, Ellie Clutterbuck and Helen Ross enjoy a glass of wine at Henshall Close

Henshall Close complete

Residents have been busy moving into their stunning new apartments, following the completion of Mayflower Brighton's latest state-of-the-art, architecturally designed independent living units.

Helen Ross and Mary Clinnick were among the first residents to move into Henshall Close.

Helen was looking to downsize her home but not her lifestyle, so she wanted a brand new unit in her local area. When Helen came to inspect the apartments at Henshall Close, she was so impressed that she recommended that her friend Mary consider buying a unit too.

"I can live an independent lifestyle as before, but I don't have the responsibility of maintaining a large home," said Helen. "And everyone is so friendly and helpful that it reinforces the fact that I have made the right decision".

Mary was also attracted to the independent living.

"I like the independent living at this stage of my life," said Mary "but it's reassuring to know Mayflower also has other facilities available in future if I need it".

There are a handful of units still available. For more information regarding Henshall Close, contact Mayflower Brighton on 9591 1100.

ANZAC DAY SERVICE



Patsy Martin and Josie Woodgate



L-R Wally Mayell, Joyce Mc Clymont and Les Bradley

Each year, Mayflower commemorates Anzac Day with services at Brighton and Reservoir. Anzac Day is one of Australia's most important national occasions. In addition to recognising the service and sacrifice of all Australians who have served in war or on peacekeeping operations, Anzac Day has become core to the identity of Australia itself, a day on which Australians reflect on the Anzac spirit.

The services at Mayflower Brighton and Reservoir were attended by many residents, staff, family and friends. Those in attendance sang the national anthem followed by a minute silence in honour of our fallen ones.

GIVE HAPPY LIVE HAPPY



A very special group of people came together for Mayflower's annual volunteer luncheon celebration in May. Held during National Volunteers Week, it brings together volunteers from Brighton, McLeod and Reservoir to thank them for their dedication.



The time and effort volunteers give to Mayflower touches everybody – residents, families and staff. Some come with special skills they wish to share or others simply come to give something back to life. No matter the reason – Mayflower would not be the same without them.

If you would like to 'give happy and live happy' by becoming a Mayflower volunteer call 9591 1100.



L-R Rosa Ginevra, Les Bradley, Glenn Delaney



L-R Susan Sonnack, Sue Sherry, Bev Westcott

Site round up

Brighton



Meet Jan

Jan Roney is the Staff Development and Clinical Education Coordinator at Mayflower Brighton. Jan is a Registered Nurse and has worked directly in nurse education for more than 15 years, including teaching nursing, personal care, lifestyle and leisure in the TAFE environment.

Quick Q&A with Jan

Q How are you finding Mayflower?

A Education is incredibly important and a real priority for Mayflower, so it's exciting to be able to use my skills, knowledge and experience in such a positive way. I'm really enjoying creating new opportunities for the staff to learn and develop. By education and taking a current best practice, lifelong learning approach, staff will continue to have the skills to deliver the highest standard of care to our residents.

Q What does the education program cover?

A We try to include as much variety in the education program as possible. This includes special presentations from industry experts such as Alzheimer's Australia and the Motor Neurone Disease Association, as well as mandatory training sessions for all staff on more routine topics such as fire and safety training, infection control, manual handling, and specifically for the nurses, medication management and knowledge updates.

Tell us something about you

A I love to read 'living' European history and then travel in the countries that I read about. My favourite cities are Berlin, London and Edinburgh. I also have three adult daughters, and live with 2 small dogs.

Centenarian **7** plus



Agnes (Nessie) Kluckhenn celebrated her 107th birthday at Mayflower Brighton in April. Nessie has been living at Mayflower Brighton since 2002, initially in the Rodda Dixon units. She has only recently moved into the aged care facility, but is showing no signs of slowing down. Nessie is a regular at Zumba, and looks forward to her regular games of bingo and scrabble.

Order of Australia for Paula Barry

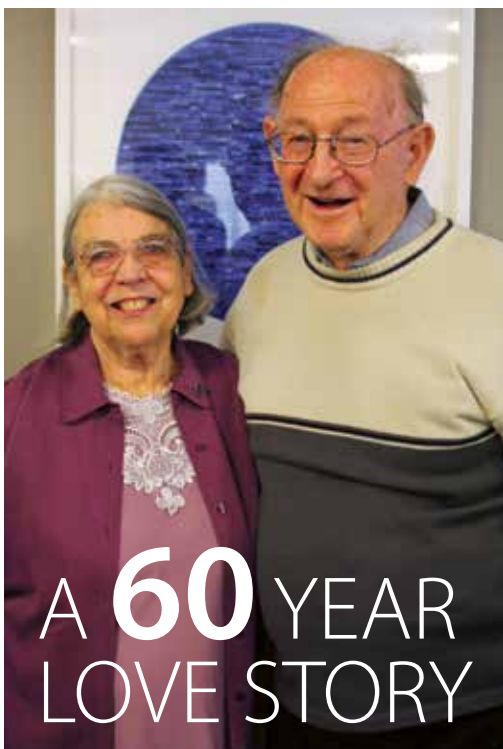


Mayflower resident, Paula Barry, received an Order of Australia (AM) on Australia Day for "significant service to primary education, and through contributions to a range of community organisations". In the Australian honours system appointments to the Order of Australia confer the highest recognition for outstanding achievement and service.

Paula is well known in Brighton, having been a local teacher for 46 years and principal of Brighton Primary School for 12 years. During her time at Brighton Primary School, Paula opened a new library and a multi-purpose room, and introduced innovative new programs including school computers and LOTE (languages other than English).

Friends and family came to together to celebrate the significant award with Paula at Mayflower Brighton in May, and to join together in recognising her outstanding achievements.

Macleod



Janet and John Coleman

Macleod residents, Janet and John Coleman are celebrating their 60th wedding anniversary this year.

The couple met in Cooma, New South Wales, in 1954 when they were working at the Snowy Mountains Authority, but Janet fell in love with John long before that.

John was a radio announcer in his younger days, and it was on local radio station 2XL that Janet first heard John speak. John gave Janet a birthday call on her 15th birthday and she instantly fell in love.

"John had such a lovely deep voice", said Janet. "I was smitten from the first moment I heard him." Janet's parents were kind enough to organise another call out for Janet's 16th birthday, but it wasn't until she was nearly 17 that she was able to set eyes on John in person, when he came for an interview at the Snowy Mountains Authority where she worked.

"I caught his eye, and he caught mine, but in those days you weren't allowed to talk to men unless you had been properly introduced," Janet said.

John got a job in the accounts department, and Janet felt lucky when she was asked to take files to his office, but she still needed a formal introduction.

"I was shopping one day, and saw my dad talking to John and another man, so I quickly walked over and we were introduced at last. John asked me out shortly after that".

In fact, John asked Janet out again and again, and the rest is history – 60 years of wedded bliss.

Janet and John have been living at Macleod since 2010, and love their gorgeous garden outlook as much as they enjoy being part of the Mayflower community.

They have been lucky to have a very interesting life and a large family, with 6 children - 2 girls and 4 boys, and after more than six decades, Janet still loves John and the sound of his voice.

Cultural Connections



"It made me remember what it was like growing up in Greece."

Mayflower Reservoir has new multi-media devices to help enrich resident's lives, thanks to a generous grant from the Lord Mayor's Charitable Foundation.

Residents at Mayflower Reservoir has a significant multicultural clientele. Many have lived in the area for many years and have little links to their cultural heritage outside family and friends.

The program funding we received has been used to help connect residents to their heritage.

The new equipment is now integral to the lifestyle program, and is helping us to increase the mobility and activity of residents, increase social interaction and participation, and create opportunity to discuss and embrace their cultural heritage and links to past.

Resident Tony Venetakis said, "It made me remember what it was like growing up in Greece. The people and culture, songs and architects of buildings kept triggering happy memories. I even remembered some of the old songs and enjoyed watching folklore dance. I felt like I was there."

Resident Maria Olalla said "I love that I can watch French, Spanish or Italian programs. I recently watched how they were marinating meat for sausages and remembered how we did it, me and other residents started remembering old recipes."



Robert Gvojcic, Peter Diamantakis and Tony Venetakis



Effie Vlahakis



PANCAKE DAY

Staff and residents had a ball trying to cook the perfect pancake at Mayflower Reservoir in March. Care Manager, Robert Gvojcic, says that many of his residents have a passion for cooking, so he makes sure that food features heavily in the lifestyle program.



MARQUEE

The makeover of the courtyard at Reservoir is proving a big hit with residents, who have been taking every opportunity to get outside and enjoy the fresh outdoors. The addition of a smart gazebo, which was bought from funds raised at last year's trash and treasure sale, means that it can now be enjoyed in all sorts of weather.



A garden of delight!

Mayflower Brighton has secured funding from the Lord Mayor's Charitable Foundation for \$4,600 to build an outdoor sensory garden for our residents with dementia, in partnership with students at St Leonards College. The garden will be based on best practice dementia enabling environments and will create an engaging and calming outside area for residents.

Dementia affects three in ten people over the age of 85 and almost one in ten people over 65. Living with dementia is a frustrating and debilitating condition which affects a person's quality of life and their relationships with family and friends. Non-conducive surrounds and lack of engagement can create triggers, which lead to behavioural issues and further isolation.

The environment in which our residents live along with suitable activities and meaningful engagement can play an extremely positive role in enhancing their wellbeing.

The outdoor garden project aims to:

- Enhance wellbeing of residents with dementia by taking part in meaningful interactions with students during the development of a sensory garden,
 - Provide St Leonards students with a meaningful opportunity to learn more about dementia while engaging with these elderly residents, and
 - Create a calming and engaging outdoor space for residents with dementia that activates their senses (sight, smell, taste and touch) which helps reduce anxiety and improve lifestyle.
- We are now seeking donations toward the garden project, to ensure that we can deliver a first class dementia enabling environment for our residents.



OUR MID-YEAR APPEAL

Mayflower would not be the organisation it is today without the financial support of individual donors, community groups and schools, businesses, philanthropic trusts and foundations. We are grateful to these benefactors for contributing much needed funds to Mayflower.

As a not-for-profit charitable organisation we rely on the generous financial support of donors. All money raised is directed to helping enrich the lives of our residents in various ways including the following.

Leaving a legacy

As well as taking care of your family, you can leave a gift to the Mayflower Group in your Will which enables Mayflower to continue its Vision of providing 'Care without Compromise' and is an investment in the continued wellbeing of our residents.

I would like to find out more about including Mayflower in my Will

I have already included Mayflower in my Will

NAME _____

TELEPHONE _____

AND/OR

EMAIL _____

YES I want to make a gift of \$ _____ to Mayflower

I would like my donation to go towards

- Reservoir redevelopment or Therapeutic garden for Brighton dementia wing.
- Where Mayflower needs it most. *Where possible donations will be allocated based on your preference*

My details for payment

Cash or cheque enclosed (made payable to 'Mayflower') or

Please debit my Visa Mastercard

Card No.

NAME ON CARD _____

SIGNATURE _____ EXPIRY DATE ____/____/____

My details for receipt

TITLE _____ FIRST NAME _____ SURNAME _____

ADDRESS _____ SUBURB _____ P/C _____

TELEPHONE _____ EMAIL _____

Thank you sincerely for your generosity. Donations to Mayflower are Tax Deductible.

RETURN TO Mayflower Brighton 7 Centre Road, East Brighton Victoria 3187

Telephone (03) 9591 1100 Facsimile (03) 9593 1248 Email info@mayflower.org.au

