



# Amber Aged Care

Newsletter - October 2024



## Welcome to the October Edition of Amber Aged Care News!

Dear Residents, Families, and Friends,

Hello and welcome to our October newsletter!

As we transition into spring, it's a wonderful time to reflect on the warmth and community spirit that makes Amber Aged Care such a special place.

This month, we're excited to bring you updates on our continued focus on resident wellbeing, exciting events, and the latest additions to our team.

Warm regards,

The Amber Aged Care Team

## What's inside:

- Celebrating Excellence
- Spotlight on Health - Oral Health
- Lifestyle and Additional Services
- Additional Services at Amber Aged Care
- Employee of the Month
- Incidents
- Feedback and complaints
- Important Dates
- Lifestyle
- Story: Chapter 3 of 'The Forgotten Garden'

## Celebrating Excellence

We'd like to extend a big congratulations to our recent Employees of the Month: **Mehak** for July and **Mandeep Kaur** for August. Their dedication and passion have brightened our community and raised the standard of care for everyone. Thank you both for all that you do!

### A message from Mehak:

Hi all,

My name is Mehakdeep Kaur, I have been working at Amber Aged Care since June 2021. I would like to thank Dominique and all the entire team of Amber Aged Care for giving me such amazing praise.

I am excited to be a part of the team and look forward to our future working relationship. I promise to be honest and hard working in all aspects of my job.

Last but not least, I would really like to express my thanks to Dominique for her support in all my thick and thins in my journey going into Amber Aged Care.

Thanks

MEHAK



## Spotlight on Health

In this issue, we're focusing on the importance of **oral health**.

Good oral hygiene is essential to overall well-being, and we're here to support residents with resources, daily care tips, and professional dental support. Be sure to read our feature article to learn more about the benefits of a healthy smile.

## Lifestyle and Additional Services

Amber Aged Care is committed to making life enjoyable and comfortable. Our additional services provide residents with access to entertainment, premium amenities, and special experiences like weekly happy hours and chef-prepared meals. These services are designed to enhance daily living, and you'll find a detailed list of what's available on our Additional Services page.

Thank you for being a part of the Amber Aged Care family. We look forward to sharing the season with you, filled with new activities, dedicated care, and the joy of community. Enjoy this month's edition, and as always, feel free to reach out to us with any questions, feedback, or suggestions.



## Oral Health

### Why Oral Health Matters

Good oral health is an essential part of overall well-being, directly impacting your quality of life. Taking care of your mouth and teeth daily not only helps prevent problems but also supports better health outcomes. Poor oral hygiene can lead to issues like tooth decay and gum disease, which may:

- Cause pain and discomfort
- Disrupt sleep
- Impact your ability to eat, drink, and speak
- Affect self-confidence in appearance
- Lead to broader health complications

### Daily Oral Care

Maintaining your oral health is simple with daily habits:

- Brush your teeth twice a day with a soft toothbrush and fluoride toothpaste.
- Clean dentures daily with a soft soap and a special denture brush.
- Remove dentures at night and store them in a dry container with a lid.

### Getting Help with Oral Care

If you need support with oral hygiene, our aged care team is here to help. You can ask your care team for assistance, such as:

- Reminding you to brush your teeth
- Preparing your toothbrush with toothpaste
- Assisting with brushing or denture cleaning
- Storing your dentures overnight where you can easily reach them

### Regular Dental Check-Ups

Regular check-ups are important, and you can choose the dentist you prefer. This might be your previous dentist, an external practitioner, or a dentist who visits your care facility. Just let the staff know your preference, and we'll help arrange it.

### Addressing Discomfort or Pain

If you experience any discomfort or pain with your mouth or teeth, inform your care team right away. They can arrange a dental appointment promptly. You can also ask for a copy of the "Know, Look, Act" fact sheet, which covers common oral health concerns.

### Additional Resources

For more information on maintaining good oral health, check out:

- "Know, Look, Act" Resident Fact Sheet
- Senior Smiles Program
- Australian Dental Association's website: <http://teeth.org.au>



# Additional Services at Amber Aged Care

Amber Aged Care is committed to enhancing the daily living experience for our residents with a variety of premium services designed to offer comfort, connection, and enjoyment. These services are offered for a daily fee, as they are not subsidised by the Government, and include:

## Room Extras

- Premium body wash and hand soap
- Hotel-quality linen for added comfort

## \*\*Entertainment & Technology\*\*

- Personal flat-screen TV in each room
- Wi-Fi internet access
- Online streaming services
- Telephone for personal use

## Wellbeing Services

- In-house hairdressing, with wash and cut every 4-6 weeks
- Weekly happy hour with wine, beer, and non-alcoholic beverages
- Individual birthday cake to celebrate each resident's special day

## Dining & Drinks

- Chef-prepared meals, freshly cooked onsite
- One glass of wine or beer served with meals
- Choice between two main meal options
- Twice-weekly hot breakfast service
- Fortnightly BBQ gatherings (outdoors, weather permitting)

## Personal Equipment Services

- Test and tag service for personal electrical equipment
- Assistance with ordering additional items from Coles

## Additional Fees and Services

### Daily Service Fee:

\$20.00 per day (Package valued at \$40.00 per day)

### Respite and Fully Supported Residents:

\$5.00 per day

### \*\*Carer Escort Services\*\*:

Available Monday to Friday at \$55 per hour (minimum three-hour booking) for assistance with appointments, shopping, and outings

### \*\*Guest Dining Options\*\*:

Options such as BBQ Packs, private functions with a chef and table service, and weekend family buffet brunches are available (cost on application).

Amber Aged Care aims to create an environment where residents can enjoy the highest quality of life with services tailored to their comfort and lifestyle. For more information on these additional services, feel free to speak to Diana or Dominique.



## Employee of the Month

Congratulations to our Employees of the Month!

- **July: Mehak** - Thank you for your dedication and hard work!
- **August: Mandeep Kaur** - Your commitment and efforts are truly appreciated!

Thank you both for your contributions to making Amber Aged Care a wonderful place for our residents and team.

## Incidents

Each month we review and evaluate our incidents to identify ways we can reduce our incidence and improve practices.

During July, August and September, the incidents and amounts were as follows:

Incident Type	KPI	Jul	Aug	Sep
Falls	<4	7	8*	4
Falls with major injury (row added July)	0	0	0	0
Skin Tear	<2	5	1	1
Scratch	<2	0	0	0
Bruise	<2	0	0	0
Pressure Injury	0	0	1	0
Medication	0	2	1	2
Aggression (physical)	0	0	0	0
Aggression (verbal)	0	0	0	0
Wandering	0	0	0	0
Absconded	0	0	0	0
Infection	<2	3*	4*	5*

8\* Total of 7 Residents

3\* Cellulitis, Ear Infection

4\* Cellulitis, Shingles, Respiratory Tract Infection

5\* Cellulitis, Common Cold, UTI

## Feedback and complaints

At Amber Aged Care, we highly value the feedback from residents and families, as it allows us to continually enhance the services we provide. Here's a summary of feedback received over the past three months, highlighting positive comments, suggestions, and areas for improvement.

### July Highlights

In July, residents expressed appreciation for the quality of meals, especially the chocolate brownies, which were a popular treat. This positive feedback encouraged our kitchen team to continue offering a variety of enjoyable, resident-approved menu items.

### August Feedback

August brought further positive feedback about our dining services:

1. **Meals:** Residents praised the overall quality and variety, commenting that the meals were "fantastic."
2. **Date Scones and Rice Pudding:** Additional compliments were received for the date scones and rice pudding, with a special request to add more sultanas to the pudding. The kitchen team has taken this feedback on board, enhancing these popular items.

### September Suggestions

In September, a comment was raised about running low on linen. This feedback prompted a review of our linen inventory and restocking procedures to ensure residents have consistent access to fresh linens. Our housekeeping team is now conducting regular checks and working closely with suppliers to maintain adequate stock.

### Resolution and Follow-Up

Each piece of feedback received immediate attention and follow-up:

**Meal Services:** Our kitchen team continues to adapt and fine-tune menu items to reflect resident preferences, such as incorporating more sultanas in the rice pudding.

**Housekeeping:** We addressed the linen stock concern by strengthening coordination with suppliers and setting up regular inventory checks to prevent similar issues in the future.

# Feedback and complaints ...continued

## Looking Forward

Feedback collected from July through September reflects our commitment to continuous improvement in key areas:

**Dining Satisfaction:** Residents consistently praised meal quality, and feedback regarding specific items like brownies, date scones, and rice pudding has helped us further personalise our offerings.

**Communication and Care Updates:** Throughout these months, we enhanced communication practices with residents and families to ensure everyone is promptly informed of changes in care, meal choices, and other preferences.

**Supplies Management:** In response to feedback about linen shortages, we've implemented proactive measures to maintain inventory levels and ensure all residents' needs are met promptly.

We thank everyone who has taken the time to share their experiences. Your feedback is instrumental in guiding our commitment to creating a responsive, caring, and supportive environment at Amber Aged Care. We look forward to continuing to provide exceptional service and comfort to all residents.

## Important Dates

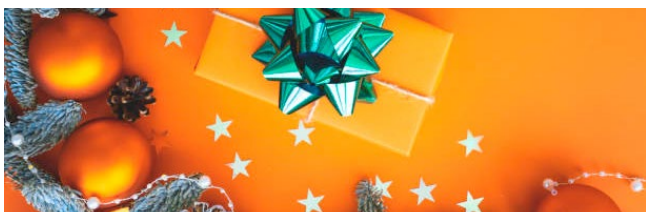
### Christmas Plans Reminder

With the holiday season fast approaching, we'd like to remind all residents and families about the arrangements for Christmas outings. If you plan to go out on Christmas day or during the festive season, please let us know the following details:

- **Outing Date and Time:** When you plan to leave and when you expect to return.
- **Family Member or Friend Accompanying You:** The name and contact information of the person joining you.
- **Preparation Time:** Let us know if you'll need assistance getting ready, and at what time.
- **Estimated Duration:** An approximate length of time for your outing so we can plan for meals and other care arrangements.

Please inform our team as soon as possible so we can make this festive season as smooth and joyful as possible for everyone!

Happy Holidays! 🎄



### Annual General Meeting Reminder

We are pleased to invite you to Amber Aged Care's Annual General Meeting (AGM). This is an important event where we discuss key developments, future plans, and provide updates on our initiatives to enhance resident care and services.

- **Date:** Monday, 18th November 2024
- **Time:** 1600
- **Location:** Amber Aged Care Activity Room

We encourage either yourself or your representative to attend to stay informed and involved. Following the AGM, we will be providing refreshments as a thank you for your participation and support.

We look forward to seeing you there!

### Staff Christmas lunch on the lawns

- **Date:** Wednesday, 18th December 2024

As well as having the resident Christmas lunch, we will have the staff Christmas lunch on the lawns.

We can't wait to celebrate with you all and celebrate the year which we have had.

# Lifestyle

## Virtual Reality Comes to Amber Aged Care!

Amber Aged Care is excited to announce the purchase of virtual reality (VR) headsets, set to be integrated into our November and December lifestyle activities calendar. This new technology will provide our residents with immersive experiences that can transport them to places they've dreamed of or even let them relive favorite memories. The addition of VR offers a unique way to enhance our recreational and engagement offerings.

### What to Expect

Each VR session will be guided by our trained staff to ensure comfort and enjoyment, with options for both individual and small-group sessions. VR experiences will be available during regular activity hours, with the aim of enriching our current calendar of events, which already includes diverse lifestyle activities and wellness programs.

Stay tuned to see the VR schedule on our activity calendar or talk to our lifestyle team to learn more about this exciting new opportunity!

### Enhancing Resident Well-being and Engagement

Our lifestyle activities calendar for November already features a range of exciting events such as the Melbourne Cup celebration, pet therapy, Remembrance Day ceremonies, and live entertainment. The new VR headsets will be part of this diverse line-up, adding options like virtual travel, nature experiences, and interactive games. These VR experiences are designed to support mental and emotional well-being, stimulate memory, and foster social connections.



## Monthly Activity Highlights

In addition to VR, November's activities include:

- **Exercise Classes with Physio:**  
Weekly classes to keep residents active and engaged.
- **Cultural Food Events and BBQ Lunches:**  
Bringing tastes from around the world to our residents.
- **Special Events:**  
An Elvis impersonator will be joining us, and we'll continue our pet therapy sessions, bingo, and arts & crafts activities.

### What's coming up

**Monday, 11th November 2024**

**11:00am**

**Remembrance Day service**

**Tuesday, 12th November 2024**

**1:15pm**

**Wibur's Wildlife**

**Monday, 18th November 2024**

**10:00am-1:45pm**

**Glenelg Pub lunch and a walk**

**Car drive - Topiary at Newman's Nursery (morning tea)**

Cost of lunch and 50% of transport on-charged to residents which attend)

**Wednesday, 20th November 2024**

**1:15pm**

**Elvis Impersonator**

**Tuesday, 10th December 2024**

**10:30am**

**Farmer Darcy's Travelling Farm**

**Wednesday, 18th December 2024**

**12:00pm-2:00pm**

**Christmas celebration with**

**Weezy listening singing Christmas carols**

1 x family member welcome to participate



## The Forgotten Garden

### Chapter 3, The Whispering Winds

As Eliza continued her work in the garden, she found herself increasingly attuned to its rhythms and secrets. Each morning, she awoke with the sun, eager to tend to the plants, while each evening, she lingered beneath the stars, captivated by the magic of the place she had awakened.

One balmy afternoon, while she was watering the flowers, a gentle breeze began to stir. The leaves rustled softly, and Eliza felt a peculiar tingle in the air, as if the garden was trying to communicate with her. She paused, listening intently.

"Eliza," a voice seemed to echo in the rustling leaves. Startled, she looked around, half expecting to find someone hiding among the flowers. But she was alone. Doubt crept into her mind. Surely, it was just her imagination, the wind playing tricks.

Yet, as she resumed her work, the voice returned, clearer this time. "Eliza, you have brought life back to this garden, but there is more to discover—more that must be done."

Eliza's heart raced. Was the garden truly speaking to her? Driven by an unquenchable curiosity, she followed the sound, weaving through the vibrant blooms and majestic trees, until she reached a large oak at the far end of the garden. Its gnarled trunk was thick and sturdy, its branches stretching wide like welcoming arms.

"Listen closely," the voice whispered again, swirling around her like a warm embrace. "There are secrets hidden beneath your feet, waiting for someone brave enough to unearth them."

Kneeling before the ancient tree, Eliza began to dig in the soft earth with her hands. As she unearthed the soil, her fingers brushed against something hard and cool. Heart pounding with anticipation, she cleared away more dirt until she uncovered a small, ornate box.

The box was crafted from dark wood and inlaid with intricate designs. Eliza felt a rush of excitement as she carefully lifted it from the ground. With trembling hands, she opened the lid. Inside, she found an assortment of colorful seeds, each one unique and shimmering in the dappled sunlight.

"What are these?" she wondered aloud. "Are they magical?"

"The seeds are remnants of the past," the voice replied, now sounding clearer and more distinct. "They hold the potential to grow wonders beyond your imagination. But they need a gentle hand to guide them."

Eliza's heart swelled with determination. She realized that these seeds could restore even more beauty to the garden. But as she pondered their fate, a thought crossed her mind: Where should she plant them?

The voice seemed to answer her unspoken question. "Follow the path of the sun and the moon. They will guide you to the perfect spots to sow these seeds."

With newfound purpose, Eliza gathered the seeds and set out to explore the garden further, searching for the places that would best nurture their growth. She discovered sunny clearings where wildflowers could bloom and shaded corners perfect for ferns and delicate blossoms. With each spot she chose, she could almost feel the garden's excitement radiating around her.

As she planted the seeds, she whispered words of encouragement and dreams of what each plant could become. The garden seemed to pulse with energy, and the wind picked up, swirling around her in a joyful dance. She worked tirelessly, and by the end of the day, every seed was safely nestled in the earth, awaiting the light of day.

As dusk settled, Eliza sat back on her stone bench, looking at the darkening sky. Stars began to twinkle overhead, and the garden glowed softly under the moonlight, as if thanking her for her efforts. In that moment of tranquility, she felt a profound connection to the garden—an understanding that her journey was only just beginning.

But the evening held one more surprise. As she gazed at the pond, she noticed the water shimmering more brightly than before. Eliza leaned closer, and to her astonishment, the surface of the pond transformed, revealing images of the garden as it had once been—lush, vibrant, and teeming with life.

"What is this?" Eliza whispered, entranced.

"The garden remembers," the voice said softly, now echoing from the pond itself. "And soon, it will share its stories with you. The journey of restoration has only just begun, and there are many more secrets waiting to be uncovered."

With that, Eliza felt a rush of excitement. She was no longer just a caretaker of the garden; she was a part of its legacy, destined to reveal its stories and magic to the world. And as the stars twinkled above, she knew that with each new day, she would continue to learn, grow, and explore the wonders of the forgotten garden.



# WORD FINDER

## Wind

The words in this word search are hidden across, down, and diagonally, **with none backwards**.

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

TORNADO

TYPHOON

CURRENT

HURRICANE

MONSOON

GUST

BREEZE

DUSTDEVIL

WHIRLWIND

BLIZZARD

ZEPHYR

PUFF

GALE

CYCLONE

DRAFT

STORM