



Newsletter - May 2025



As the seasons shift and the crisp air of autumn wraps around us, we welcome you to the **May edition of the Amber Aged Care Newsletter**.

This month, we're placing a strong focus on health, comfort, and wellbeing as we prepare for the cooler winter months ahead. Inside, you'll find helpful information on **pain management**, including ways to understand pain scores and how non-medicinal options can support comfort and quality of life. We also share practical tips on **staying healthy through winter**, including reminders about flu and COVID-19 vaccinations and simple steps to avoid seasonal bugs.

At Amber Aged Care, your health, dignity, and peace of mind are at the heart of everything we do. Whether it's through educational updates, seasonal health guidance, or celebrating life's everyday moments, we're proud to walk alongside you.

Stay warm, stay well, and enjoy the updates we've prepared for you this month.

Warm regards,

The Amber Aged Care Team

What's inside:

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Health & Wellness Update: Managing Pain & Staying Well in Winter

As we embrace the cooler months, it's important to focus on keeping ourselves comfortable and healthy.

Understanding Pain & Gentle Relief Options

Pain is a common experience for many, and it doesn't always need to be managed with medication. At Amber Aged Care, we support a range of approaches to promote comfort and wellbeing.

Residents may notice staff referring to pain scores during assessments—these are simple ways to help communicate how much discomfort you're feeling. This could be a number scale, facial expression chart, or observed behaviours.

We also support a variety of non-pharmacological (non-medicine) ways to manage pain, including:

- Gentle stretches and light movement
- Heat or cold packs
- Music, relaxation, and guided breathing
- Comfortable positioning and support cushions
- Therapeutic massage and distraction techniques

These methods can make a real difference and help residents feel more in control of their comfort.

Winter Vaccination & Illness Prevention

With the arrival of winter, it's time to take some simple steps to reduce the risk of getting sick.

- Flu and COVID-19 vaccinations are available. These are safe, effective ways to reduce serious illness. Please speak to our nursing team if you haven't yet had your seasonal vaccinations.
- Hand hygiene matters—washing hands or using sanitiser helps stop germs spreading.
- Layer up to stay warm, especially during early mornings and evenings.
- If you feel unwell (e.g., cough, sore throat, fever), please let staff know immediately so we can care for you appropriately.
- Eat nourishing meals, enjoy warm drinks, and keep hydrated.

Together, we can enjoy a safe and comfortable winter season at Amber Aged Care.

Understanding the Strengthened Aged Care Quality Standards

Spotlight on Standards 1, 2 & 3

As part of our ongoing commitment to excellence in care, Amber Aged Care is aligning all services with the **strengthened Aged Care Quality Standards**, effective from 1 July 2025. These revised standards place a stronger focus on individualised care, safety, and meaningful engagement.

Here's a brief overview of Standards 1, 2 and 3:



Standard 1: The Person

This standard reinforces that **you are at the centre of your care**. It means residents are listened to, their identity is respected, and decisions are made in partnership. It recognises the importance of choice, dignity, and self-determination in everyday life.

At Amber Aged Care, we ensure your voice is heard through regular care plan reviews, resident meetings, and open communication with families and advocates.

Standard 2: The Organisation

This standard ensures the organisation delivers safe, respectful, and inclusive care. It includes strong governance, continuous improvement, transparent communication, and leadership that fosters a positive culture.

We are committed to **safe systems**, qualified and compassionate staff, and practices that meet your needs today and into the future.

Standard 3: The Care and Services

This standard focuses on the **quality and safety of care** provided. It covers timely assessments, clinical care, personal services, and wellbeing. Residents must receive care that is responsive to their health, preferences, culture, and lifestyle.

At Amber, we take pride in offering tailored care plans, timely reviews, and support services that promote independence, comfort, and holistic wellbeing.



Australian Government

Aged Care Quality and Safety Commission

Find out more

agedcarequality.gov.au/older-australians





The New Aged Care Act - What You Need to Know

A new chapter in aged care begins on **1 July 2025** with the introduction of the **New Aged Care Act**. This law is designed to place older people at the centre of care by strengthening their rights, improving care quality, and ensuring greater accountability for providers like Amber Aged Care.

Here's what it means for you:

A Stronger Focus on Your Rights

The new Act is based on the principle that **older people have the same rights as everyone else**.

This includes the right to:

- Make choices about your life and care
- Be treated with dignity and respect
- Feel safe, supported, and included
- Access care that meets your individual needs, culture, and preferences

Improved Care Standards

The Act works alongside the **Strengthened Aged Care Quality Standards** to make sure:

- Care is **person-centred**, responsive, and safe
- Your goals, identity, and wellbeing are respected in all services
- Staff are trained, qualified, and committed to delivering high-quality care

Clearer Communication and Transparency

You will receive more information about:

- What services are available and how they're delivered
- How your fees are calculated
- How to raise concerns or complaints, with stronger protections in place

Protecting Vulnerable People

The Act strengthens safeguards to protect residents from neglect or harm and includes a **new Code of Conduct** for workers to uphold professionalism and respect in every interaction.



Australian Government

Aged Care Quality and Safety Commission

Find out more

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Employee of the Month - March: Rojan Adhikari

We are excited to announce that Rojan Adhikari has been named Employee of the Month for March, receiving the most nominations for his outstanding contributions. Rojan is known for his consistent support, guidance, and calm, professional approach to his work. His dedication to providing exceptional care and his ability to create a positive, supportive environment have had a lasting impact on both his colleagues and the residents.

Rojan's caring nature and commitment to making each day better for those around him are qualities that make him a true asset to our team. We thank him for his hard work, compassion, and continuous efforts to ensure the comfort and well-being of our residents.

Congratulations, Rojan! Your exceptional service is deeply appreciated by all.

Community Living: Helping Hands Around Our Home

At Amber Aged Care, we believe that **everyday routines can bring joy, purpose, and a sense of belonging**. This month, we're highlighting simple ways residents can get involved and contribute to our shared home life.

Community Gardening

Love fresh air and nature? Join our community gardening crew! Whether it's helping water the plants, tidying flower beds, or simply enjoying time in the garden with others, your contribution helps keep our outdoor spaces thriving and beautiful.

Watering with Care

Residents are always welcome to assist with **watering our indoor plants and courtyards**. It's a gentle way to stay active, connect with nature, and make a meaningful difference to our environment.



Setting the Scene: Laying the Tables

If you enjoy helping out around meal times, we welcome you to assist in **laying tables in the dining room**. Placing cutlery, napkins, and table settings is a lovely way to prepare for shared meals and connect with others.

Light Housekeeping Touches

We also appreciate help with **simple tasks like folding napkins, organising activity spaces, or straightening cushions**. These small touches bring a sense of pride and involvement to daily life.

Everyone has something to offer, and we value every helping hand. If you'd like to take part in any of these activities, please speak with a member of the Lifestyle Team. Together, we make Amber a vibrant, caring community.

What's Happening in June and July - Activities to Keep You Moving and Smiling

Get ready for a month full of fun, creativity, and connection! Here's a sneak peek at what's coming up in June at Amber Aged Care:

Bean Bag Toss

Join us for friendly competition and laughter as we aim for the target! This classic game is a resident favourite—great for coordination, fun, and socialising.

Scottish Cultural Theme Day

Travel to the Highlands without leaving home! We'll enjoy traditional **Scottish cuisine** for lunch, explore **Scottish music and traditions**, and take part in **cultural storytelling and crafts**.

Move with Amber

Stay active and energised with our regular "**Move with Amber**" sessions, designed to promote gentle movement, flexibility, and wellbeing. Suitable for all mobility levels and lots of fun!

Air-Dry Clay Crafting

Unleash your creative side with **air-dry sculpting activities**. Whether it's making keepsakes, decorations, or simply exploring a new hobby, you'll enjoy hands-on creativity and calming focus.

The next **Cooking with Teddy** session at Amber Aged Care is set to be a sweet treat, as residents will be learning how to make meringues! Chef Teddy will guide everyone through the process of whipping up these light, airy confections, with plenty of tips and tricks to make them just right. Whether they're creating crispy golden peaks or soft, chewy centers, the session promises to be a fun, hands-on experience.



As always, the Cook and Share tradition will follow, where residents can enjoy their creations together and share their love for baking. It's sure to be another delicious and memorable month!

Christmas in July - Elvis Is Back!

Mark your calendars - **Elvis is back at Amber Aged Care** this July, bringing his unforgettable voice, charm, and festive cheer!

To celebrate in style, we'll be hosting a **special Christmas in July** lunch on the same day. Expect delicious seasonal favourites, joyful decorations, and of course, a visit from the King of Rock 'n' Roll himself!

Get ready to sing along, share a laugh, and enjoy a heart-warming celebration with your fellow residents, families, and staff.

More details will be on the Lifestyle calendar soon – don't miss out on this jolly mid-year highlight!

Winter Menu Planning - Have Your Say!

As the cooler months approach, we're preparing to launch our **Winter Menu**, set to commence in **mid-June**.

To make sure our meals are warming, nourishing, and tailored to resident preferences, we're inviting all residents to contribute their **ideas and suggestions**.

Menu Meeting:
Tuesday, 3rd June
11:00AM
Activity Room

Come along and share your favourite winter recipes, meal preferences, and feedback. Your input helps us serve meals that are not only nutritious but also comforting and enjoyable throughout the season.

Clinical incidents

Type of Incident	TOTALS		
	Feb	Mar	Apr
Falls	5	5	1
Fall with major injury	1	0	0
Blister	0	1	3
Skin Tear	3	3	5
Scratch	1	1	2
Bruise	1	4	6
Pressure Injury	3	1	1
Medication	0	0	1
Aggression (physical)	0	0	0
Aggression (verbal)	0	0	0
Wandering	0	1	0
Infection	5	11	3
Clinical Deterioration	0	1	0
Choking	0	0	0
Incident Associated Dermatitis	2	1	1
Bed Days	1,226	1,204	1,196

Incident Report Summary: February to April

Over the past three months, the following trends were observed in incident reporting at Amber Aged Care:

- **Falls** have remained steady, with five incidents in both February and March, dropping to one in April.
- **Falls with major injury** decreased, with no incidents reported in March or April.
- **Blisters** have slightly increased from zero in February to three in April, with one reported in March.
- **Skin Tears** remained consistent, with three incidents in both February and March, and five reported in April.
- **Bruises** have seen an increase, from one in February to six in April, with a steady rise in March (four).
- **Pressure Injuries** decreased from three in February to one in both March and April.
- **Medication incidents** were minimal, with one reported in April.
- **Aggression** (both physical and verbal) remained at zero across all three months.
- **Wandering** was reported once in March, but no incidents were recorded in February or April.
- **Infections** saw a significant rise in March (11), dropping to three in April after five in February.
- **Clinical deterioration** was only reported once in March.
- **Choking incidents** remain at zero.
- **Incontinence-associated dermatitis** remained relatively stable, with two incidents in February, one in March, and one in April.

These incidents are continually monitored, and measures are being implemented to address and reduce these occurrences, ensuring a safe and supportive environment for all residents.

In response to recent incident trends, Amber Aged Care has focused on enhancing staff education around **Oral and Dental Care**, as well as **Skin Care and Wound Management**. These areas were selected to support the trends observed in the incident reports and ensure that best practices are being followed to reduce the risk of skin tears, bruises, pressure injuries, and infections.

Staff Training

Learning	April 2025 Complete	April 2025 Overdue	Compliance
Competency Training Day	36	35	51%
Strengthened Aged Care quality standards 1-3	68	3	97%
Strengthened Aged Care quality standards 4-8	68	3	97%
Basic life support	41	8	84%
Infection control training	64	5	94%
Hazardous Manual task new employees	10	0	100%
Fire safety online training (only assigned to new employees)	10	2	83%
Fire safety practical (Bob May)	51	20	72%
Hand hygiene	65	7	90%
Risk Management	13	0	100%
Trauma Informed Care	47	3	94%
Manual handling practical	57	14	80%
Medication calculations	17	0	100%
Work Effectively with Culturally Diverse Clients and Co-workers	68	3	96%
Dominant chemical training	68	3	96%
First aid practical	64	7	90%
HLTFSE001 Follow basic food safety practices (Kitchen and food services staff)	8	3	73%
Organisational clinical governance/open disclosure	15	2	88%
APRHA	17	0	100%
Police check	71	0	100%
Safe Food Handling Mod 1: Food Handling and Food Safety	55	1	98%
Safe Food Handling Mod 2: Personal Hygiene, Cleaning and Sanitising	54	2	96%
Safe Food Handling Mod 3: Food contamination and allergens	53	3	95%
Safe food handling mod 4: Food delivery, storage and display	53	3	95%
12 month Appraisals 2025	48	23	68%

The Forgotten Garden

Chapter 5, The Keeper's Burden

The days following her vow to the garden felt different. There was a sense of duty that now pulsed in Eliza's veins, one that went beyond the simple act of planting seeds and pruning flowers. The garden, though beautiful, was a living entity, ancient and full of stories—stories that only the truly devoted could understand.

As Eliza spent more time tending to the garden, she noticed the subtle changes in herself. She had always felt a deep connection to nature, but now, the garden seemed to speak to her in ways she couldn't fully explain. Sometimes, she would find herself standing still, her hands hovering just above the ground, as if she could feel the pulse of the earth beneath her fingertips. Other times, the wind would carry whispers, faint but distinct, urging her toward places she had yet to explore.

One evening, as twilight settled over the garden, Eliza was drawn to the farthest corner, where the wildflowers had begun to grow in abundance. The garden's transformation was already evident—vibrant blooms dotted the landscape like gems scattered across a green velvet cloth. But this corner felt different, as if something ancient was waiting to be uncovered.

She kneeled down beside the wildflowers, brushing the delicate petals with her fingertips. As her hand made contact with the earth, the ground beneath her trembled ever so slightly. Startled, Eliza looked up, her heart racing. Had she imagined it? The air around her seemed to hold its breath, the quiet hush of the garden hanging in the air like a secret.

Without thinking, Eliza began to dig, her hands moving quickly, eager to discover what lay hidden beneath. The earth parted easily under her touch, as though it welcomed her efforts. After only a few moments, she unearthed a small, stone tablet. It was smooth, weathered by time, and inscribed with symbols Eliza did not recognize.

Her fingers traced the markings, and an unexpected warmth spread through her hand. It

was as if the tablet itself was alive with energy, pulsing in rhythm with her heartbeat. Her mind raced with questions—what was this tablet? Why had it been hidden here?

The wind picked up again, swirling around her in a circle, and the voice she had come to know so well whispered through the leaves.

"The time has come, Eliza," it said. "The garden is awakening, and with it, the magic that has long been dormant. This tablet holds the key to what you must do next."

Eliza's heart raced with a mixture of excitement and fear. "What must I do?" she whispered back, her voice trembling.

The wind seemed to slow, settling around her in a calm embrace. "You must unlock the garden's true potential. There are forces at work here—forces that have been waiting for you. Tobias knew this, but his time was not yet. Your time, Eliza, is now."

The words sank deep into Eliza's soul, and with a sense of clarity, she understood. The garden wasn't just a place to nurture and restore—it was a conduit for something greater. The power of the earth, of nature itself, lay within it. And she, as its keeper, was the one who had to unlock it.

She held the tablet close, feeling its warmth seep into her skin. As the voice had said, this was the key. But to unlock its power, she needed to understand the symbols etched into its surface. She could feel that it was important, that her understanding of these markings would unlock a new chapter in the garden's story.

The next few days were filled with research. Eliza combed through every book in her grandmother's collection, seeking any mention of ancient gardens, forgotten magic, and the symbols that had appeared on the tablet. In every text she found, there were fleeting references to a lost tradition—an ancient art of connecting with the earth's spirit, a way to amplify the natural forces that thrived in the garden.

It was during one of these research sessions, late into the night, that Eliza found what she had been searching for: an old folktale, buried in the margins of a dusty manuscript. The tale spoke of a garden that was more than just a place of beauty. It was a sacred site, one that could channel the earth's ancient energy when tended by the right person—a keeper who could unlock the power hidden within the soil.

The symbols on the tablet were not just decorative—they were a language of the earth itself, a way to commune with nature on a deeper level. And as Eliza studied the markings, she realized that the tablet was a map, a guide to where the power lay hidden within the garden.

Her hands trembled as she pieced the puzzle together. She could feel the garden's pulse grow stronger, like a heartbeat syncing with her own. It was calling to her, urging her to unlock its power.

The next morning, Eliza set out once again, following the directions on the tablet. The first location was near the pond, where the koi swam lazily. There, she uncovered another hidden marker—an old stone, almost indistinguishable from the others, with the same strange symbols carved into its surface.

When her hand touched it, the ground trembled beneath her feet, and the air grew thick with energy. A soft glow emanated from the stone, and the plants around her seemed to shimmer as if the earth itself was awakening.

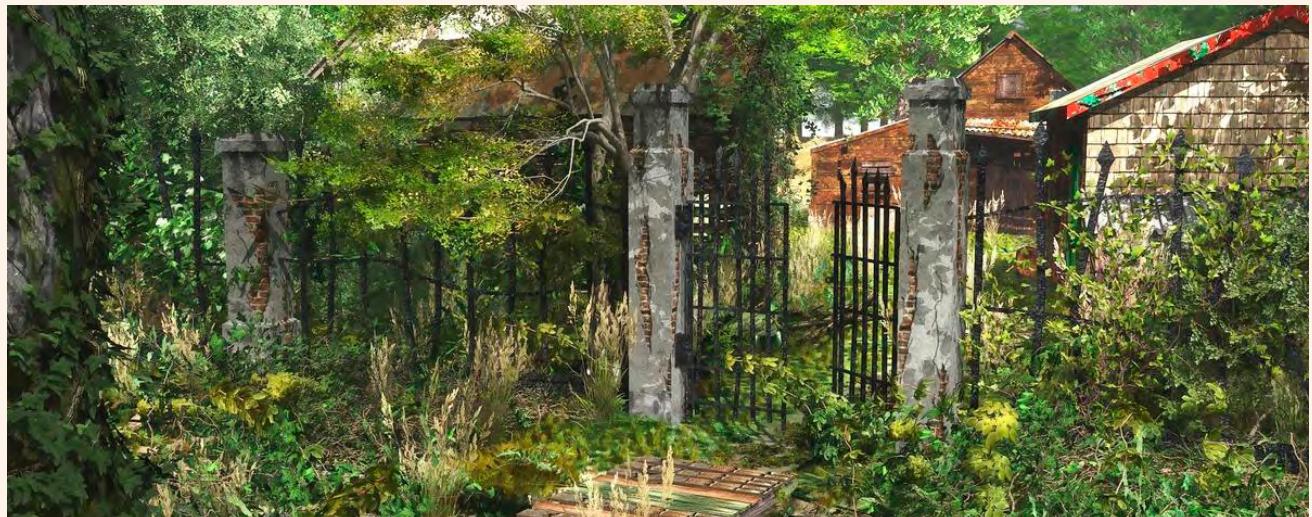
The wind whispered again, this time more urgently: "One more remains. The final key is near."

With her heart racing, Eliza continued on her quest, guided by the garden's whispers. Each discovery brought her closer to the truth, closer to unlocking the full power of the garden.

But with each passing moment, Eliza felt the weight of her new role more heavily. The garden's magic was both a blessing and a burden. She was no longer just a caretaker—she was the guardian of something ancient, something powerful. And the responsibility was greater than she had ever imagined.

As the sun set on that day, Eliza stood at the center of the garden, the final stone in her hand. The tablet's secrets had been revealed, and with it, the garden's true potential had been unlocked. But what lay ahead was unknown—more challenges, more mysteries to solve.

The garden's power had awakened, and Eliza was ready to face whatever came next. But she couldn't help but wonder: Was she truly prepared for the journey ahead?



WORD FINDER

Cold Weather

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



BLIZZARD

HATS

SHOVEL

GLOVES

MITTENS

FREEZING

SKIING

SNOW

ICE

SNOWMEN

SKISLOPES

ICICLES

SCARF

SLEDDING

BOOTS

HOTCOCOA