



Bloom

SUMMER 2022 - 2023

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Christmas 2022

Open Day 2023

Aged Care Code
of Conduct





Welcome

to Bloom by William Crowley, CEO.

Welcome to the first edition of Bloom, NCCCA's new seasonal newsletter. Our newsletter seeks to inform, engage and inspire all members of our NCCCA family, highlighting the amazing staff who deliver high-quality care and support across the Cessnock community. Aged and community care frequently attracts media attention and often in a negative context, overshadowing the many outstanding services and support the sector's dedicated workforce provides and overlooking the happiness and contentment the residents and clients enjoy. It has now been two years since the recommendations of the Aged Care Royal Commission were published, with many changes introduced by the Department of Health and Ageing, which are ongoing.

Northern Coalfields Community Care Association (NCCCA) proudly celebrates its 35 years of service to the Cessnock community as a local not-for-profit organisation from the humble beginnings of a small residential aged care service we have grown and evolved. The organisation now employs more than 200 staff who support more than 1000 aging Australians in the Hunter enabling them to live their best life.

As NCCCA has responded to community needs since 1988, the title "Bloom" is ideal as it represents the intent of our newsletter. The Cambridge Dictionary defines "bloom" as open or be open; whilst the World Dictionary defines "bloom" as to flourish or grow; and we at NCCCA are focused and open to communication and feedback, which enables us to grow and change to meet the needs of our local community. I look forward to your feedback on how we can enhance our newsletter and thank all the NCCCA family for their ongoing support and trust.

WHO ARE WE?

The Northern Coalfields Community Care Association has evolved from the aspiration of the Board of Directors of Cessnock District Hospital as a means to provide accommodation for seniors in the community who required flexible service provision but not of an acute nature.

NCCCA currently operates residential accommodation of 139 beds over 2 sites. NCCCA also provides independent living accommodation, home care support and Community Transport Services.

GET IN TOUCH?

RESIDENTIAL & RETIREMENT LIVING

 (02) 4993 3100

COMMUNITY & TRANSPORT

 (02) 4019 9700

 mail@ncca.com.au

CAREER OPPORTUNITIES

Looking for a career in Aged Care? We employ a huge range of roles across many fields of employment.

To find out what jobs are available go to our careers page on our website

<https://ncca.com.au/work-for-us/employment/>

WANTING TO VOLUNTEER?

We have an extensive volunteer program that is vital to supporting seniors in our community. You too could become a valuable volunteer, discover new friendships and sense of community. To find out more, give our office a call Amanda (02) 4993 3100.

Customer Service Awards



Cessnock City Council

NCCCA was honoured again in 2022 to have one of its team nominated for a Customer Service Award which the Cessnock Chamber of Commerce conducts.

Each year these awards are held to recognise, showcase, and reward exceptional customer service within the Cessnock Local Government area. Fiona Coppins, a Support Coordinator in our Community Team, was nominated by one of her consumers, which is a great testament to her dedication and service.

Winners were announced at a Gala Dinner held at the Cessnock Leagues Club, on December 3, 2022, with more than 250 people in attendance. Staff members from across our services gathered to support Fiona's nomination. I thank them for giving up their time to support our NCCCA and the awards.

Congratulations to Fiona for being nominated in a highly contested category. Whilst not taking out the award, Fiona is still a winner at NCCCA.



From left: Isabella Lowe, CHSP Assessment Officer, Dan Repacholi, Member for Hunter and Fiona Coppins, Care Coordinator and Customer Service Award Nominee.



From left: Isabella Lowe, CHSP Assessment Officer, Nicole Krischer, Administration Support Community Care, Lorelee Bliss, Community Services Manager and Fiona Coppins, Community Coordinator.



Susan Fletcher enjoying her new room

Jacaranda Renovations

A Place to Call Home

I hope everyone is keeping well and enjoying the lovely weather we have been having.

NCCCA is currently refurbishing Jacaranda Grove, which commenced in October 2022. Our aim for the refurbishment is to create an environment that provides a homely feeling for all. The first renovation stage in Rose Cottage, Block B, is complete, with residents returning to their rooms on 28 February 2023. The residents were excited to see the new, improved spaces, including the dining area and activities room with a beautiful fireplace to add ambiance. The new design accommodates all levels of care with improved lighting, wider doorways, and a spacious layout. The bathrooms have lovely, featured tiles behind the toilet for easy identification for vision impaired or residents with cognitive impairment. Resident bedrooms have new large televisions with a swivel bracket for easy adjustment to allow different angles for optimum vision in the room. A new and improved nurse station is situated centrally to enable residents and families accessible

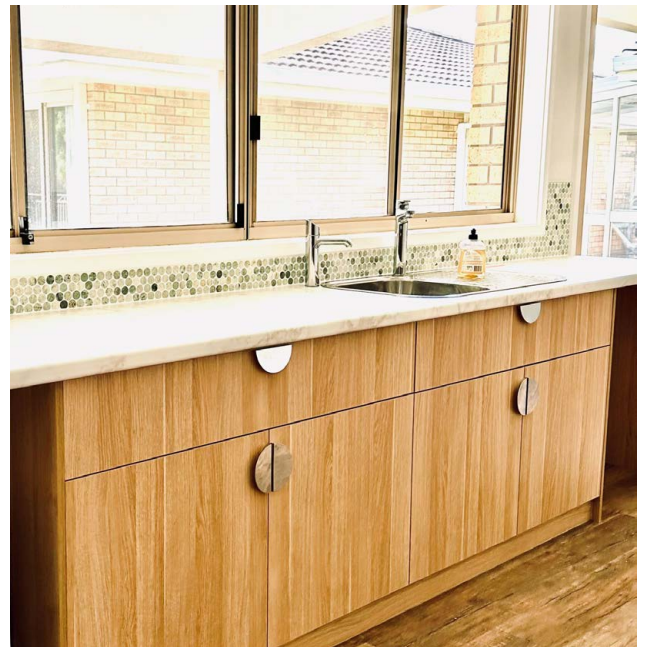
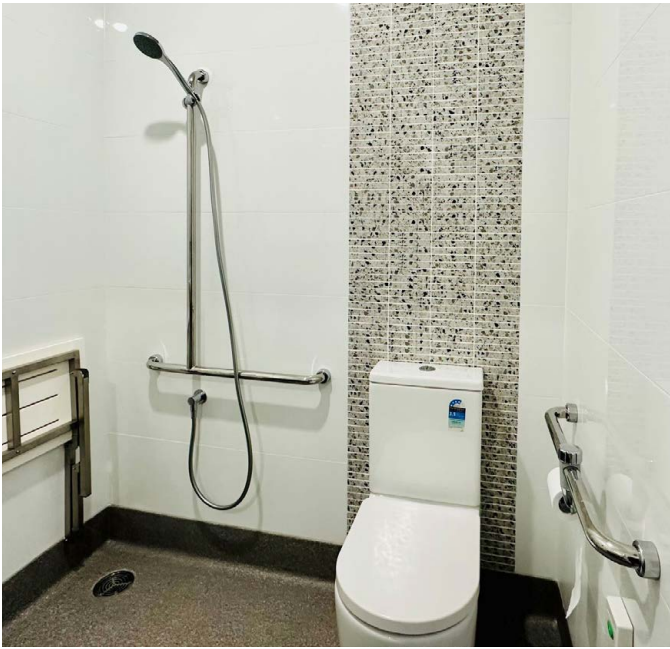
communication with staff. The blind installation and contemporary furnishings delivery will be in place on completion; we apologise for the delay.

The next area to commence refurbishments is Azalea, Block A. Construction begins on Monday, 6 March 2023, taking around 12 weeks to complete. Our team will ensure disruption is kept to a minimum during each stage of the refurbishment.

We want to thank all the residents, families, visitors and staff for their support and patience during construction. If you have any questions, please do not hesitate to call (02) 4993 3100.

Janean Cole,
**Group Manager
Residential Care
Services
& Nurse
Practitioner.**







Australian Government
Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

Quick guide for consumers



The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.

New Code of Conduct for Aged Care

In response to a recommendation from the Royal Commission into Aged Care Quality & Safety, the Australian Government's Aged Care Quality & Safety Commission (ACQSC) introduced a Code of Conduct for Aged Care on 1 December 2022.

The government states that the Code of Conduct will improve the safety, health, well-being and quality of life of people receiving aged care and build public confidence and trust in aged care services.

The Code sets out the legal requirements of aged care staff and their responsibilities to this vulnerable community: these are consistent with existing obligations under the Aged Care Act 1997, including the Aged Care Quality Standards. They state: "People receiving aged care should always be treated well and feel safe," noting that aged care staff have the most contact with people receiving care and

their behaviour affects how people feel about themselves. It is, therefore, essential that they always act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

Aged care staff are bound by the Code; if they contravene it, they could be barred from working in the aged care sector. Similarly, the Aged Care Quality & Safety Commission will have powers to sanction aged care providers and revoke their provider status if they breach the Code.

The Code of Conduct reinforces what our staff are already expected to do. We already have high standards expected of our team, and while we believe this will not change the quality of care that we currently deliver.



Kate Williams, Human Resources Manager

If you have a concern about our service NCCCA is always happy to receive feedback. To submit your feedback please scan the QR Code.



For further information you can contact the **Older Person Advocacy Network (OPAN)** Phone 1800 700 600

Aged Care Quality and Safety Commission
Phone 1800 951 822 **Web** agedcarequality.gov.au
GPO Box 9819, in your capital city.



A Fantastic Result

NCCCA Chairman, Tim Murray

With great pleasure, I can report that NCCCA has passed Accreditation under the Aged Care Quality Standards for all three residential facilities for three years. Full Accreditation is a tremendous achievement resulting from hours of hard work by our talented staff. Congratulations to Janean and her team on this vote of confidence in our clinical standards of care for all residents.

I would also like to congratulate William and the team on the Jacaranda renovation. It is a large project that involves the movement of many residents. I want to thank all the people who have been affected, and hope all our residents that have now been moved into their new rooms from the stage on completion, are feeling at home.

Our community services, led by Lorelee, continues to make significant gains in serving our home care clients. For NCCCA to continue to grow, we need to find more skilled staff to join our team. If you know anyone interested in working for us, please recommend they come and see us.

Lastly, I would like to congratulate all our staff on navigating their way through the latest COVID outbreak. These outbreaks put immense pressure on the team who were unwell or had to cover extra shifts. As a Board, we thank you all for your commitment to our organisation.

As Cessnock's leading not-for-profit provider of care, we are proud to serve our local community and continue to reinvest in supporting the community with additional or enhanced services.

Did you know?



Residential

Delivering care to more than 139 residents.



Community Care

Delivers over 2,000 meals per month.



Community Transport

Provided travel for 550 per month.

Retirement Living

Small village family of ten, 2 bedroom units.



NCCCA

Seniors Festival 2023



2CHR Radio

OPEN DAY

NCCCA celebrated Seniors Week 2023 by holding our annual Open Day at the Ted Jackson Community Support Centre on Wollombi Road Cessnock. NCCCA had a fantastic turnout for the Day, with a number of local services and craft stalls, as well as the Bellbird Workers Automobile Restorers Club holding a show n shine. Radio 2CHR broadcasted live from the event, and we also had a very popular sausage sizzle supplied by the Cessnock Lions Club. People attending were able to link in with services and supports on the Day, which provided an excellent opportunity for

local services to discuss how people can be supported at home. Attendees included the Seniors Rights Service, Hunter Appliances and Mobility, Cessnock Neighbourhood Centre, Uplift Exercise physiology and many more. Also in attendance were the 4 Old Ducks, who provided card-making demonstrations and had their beautiful handmade cards for sale. Our Team was on hand to answer any questions about NCCCA services, and our café was very busy! We would like to extend our thanks to everyone that made the Open Day a success and look forward to more exciting opportunities to showcase our services next year!



Home Care Information



Cake & Coffee Time



NCCCA Cafe



Meals on Wheels



Volunteering



Lions Club Sausage Sizzle



Craft Stall



Optimum Intake Dietitians

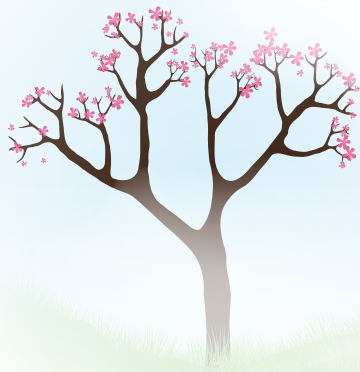


Hunter Mobility



Seniors Right Service

It's
TIME
to *Grow*



Our team achievements

Suppose we are looking for any positives arising from the Covid-19 pandemic. In that case, one has to be the greater recognition and appreciation of our essential workers and the importance of attracting and upskilling the aged care workforce.

During 2022, we have supported three Registered Nurses to undertake a Graduate Nurse Transition to Practice Program run by the Aged & Community Care Providers Association (ACCPA). The program runs for 12 months, during which the Registered Nurses in their first year of clinical practice are provided guidance and mentorship. In addition, they undertake weekly development sessions that cover a range of topics ranging from diabetes, wound care, pain management, palliative care, communication and critical thinking. Aged care registered nurses provides essential care for our residents and consumers. They must continue to develop to manage complex



Amrita Pandey - Registered Nurse

medical conditions and provide a wide range of other health services.

We are very proud of our Registered Nurses who have completed the program – Cathy Bruce, Amrita Pandey and Mohsin Akhtar. Congratulations, we are so proud of you. Your hard work and dedication to your ongoing learning are commendable.

For Cathy, what a journey, starting with us as a Care Service Employee and then educating yourself to become a Registered Nurse and developing your knowledge further via this program. A special mention to Amrita Pandey for receiving a special award from ACCPA for international students with a 100% completion rate. Fantastic work!.

We look forward to our next group of graduates commencing the program at the end of the month - John Norris, Matthew Cairns and Dimpal Thapa. We can't wait to track your progress.



Mohsin Akhtar - Registered Nurse



Cathy Bruce - Registered Nurse

This year we have had five of our Aged Care Trainees transition to Care Service Employee's within residential care since completing their Aged Care Traineeship at the end of December. This included Sarah-Jane Lewis, Rose Ann Robines, Michaela House, Brodie Higgins and Michele Miline.

Another fantastic achievement in our Community Team is Renae, who recently completed her Certificate III in Individual Support whilst working full-time to gain additional skills to assist our consumers with more home services. Renae joined Northern Coalfields in August 2021 as a support worker. Renae has consistently shown a great work ethic and attention to detail. Congratulations, Renae, on this achievement.



Renae Somerville - Support Worker



Christmas
at NCCCA





Essential Tips

HEALTHY EATING & EXERCISE

NCCCA's essential tips for healthy eating and how seniors can still exercise.

At NCCCA, we focus on supporting people to enhance their health and wellbeing and maintaining vital connections to the community.

During our Open Day, held on 10 February 2023, we partnered with Uplift Exercise Physiology to deliver a Healthy Movement class, which allowed people to learn about simple exercises they can do at home to keep active. This class was extremely popular, and we will be developing options for ongoing Healthy Movement classes at our Community Support Centre in the future.

Keeping moving and active is especially important for Older Australians, and any increased activity each day provides benefits to maintaining a healthy lifestyle. These benefits can include the following:

- reducing the risk of health issues like high blood pressure, high cholesterol, type 2 diabetes, bone and joint problems, heart disease and some cancers.
- Maintain a healthy weight.
- Reduce the risk of falls and injury.
- Give you more energy.
- Improve your sleep.
- Reduce stress and anxiety.
- Improve concentration.
- Improve your mental health.

In just 30 minutes a day, you can improve your health and wellbeing through simple exercises, improving your balance, and flexibility, strengthening muscles and bones, and benefiting your heart and lungs. Exercises may include walking, swimming, yard and garden work, mopping or vacuuming, lifting and carrying, climbing stairs, tai chi or bowls.



Another important aspect of keeping healthy and living well is maintaining a nutritious diet. We know that appetites and lifestyles change as we age. It is important to use every meal and snack as an opportunity to achieve optimal nutrition.

Some things that you can do to improve your nutrition include:

- Using less salt.
- Drink more water (at least 6 cups per day).
- Limit your intake of fatty foods.
- Enjoy a wide variety of foods from the five food groups.

If you need help with your nutrition, our Meals on Wheels service can help. A convenient and nutritionally balanced option to support you in maintaining independence and receive the benefits of meals designed to meet National Meal Guidelines, Meals on Wheels can help improve your diet with a wide variety of tasty meals.

If you would like to talk to us about how we can support you to be active or exercise in your community, maintain a nutritious and healthy diet, or access Meals on Wheels, please get in touch with us by calling (02) 4019 9700 so we can help you start your wellness journey today.

Source: Department of Health and Aged Care 2023

Love Awards

Live Our Values Everyday

At NCCCA we celebrate the invaluable work our staff do each and every day through our LOVE Award. The LOVE Award is a recognition for those staff that 'Live Our Values Every' day. NCCCA is excited to give back, even if only in a small way, with recipients receiving a certificate and cash prize, which can be put towards something they choose. The awards are open to all NCCCA Staff, whether in the office, the community or our residential care.

We are pleased to announce the February LOVE award recipients were:

Mount View Lodge - Helen Rose, Registered Nurse.

Abernethy Nursing Home - Katrina Martin, Care Service Employee, Support Team.

Jacaranda Nursing Home - Mohsin Akhtar, Registered Nurse.

Community Services - Millie Summerville, Community Support Worker.

The **LOVE Awards** run every 3 months. Get involved and tell us who you think should be a winner of the LOVE Award. **Nominate in under 1 minute via our QR Code below.**



Sharing a Smile

VOLUNTEERS CORNER

Volunteers are the icing on the cake! They add to our leisure and lifestyle programs in residential care, where their gift of time and talents are so beneficial and greatly appreciated. They also provide invaluable support to our community teams in delivering meals and supporting people at home.

Firstly, thank you to all our wonderful volunteers for the support you provide our organisation and the kindness and care you generously offer.

Volunteering takes all shapes! While some people might volunteer regularly, others occasionally help with outings or events when they can. We love all types of volunteers! Every volunteer is unique, and that's valuable because each resident is unique. There are times when an extra pair of hands can really enhance the experience for our residents.

If you have an hour or two to spare a week or a fortnight, please contact us as we would love to hear from you. If you are interested in volunteering, phone Amanda on (02) 49933100 or email volunteer@nccca.com.au

I feel supported at home with NCCCA

Be Happy stay CONNECTED with NCCCA

NCCCA Cares for ALL PEOPLE

I feel supported at home with NCCCA

