



Bloom

Autumn 2023

In this edition

Volunteers Week

Retirement Living

Meals On Wheels

Winter Wellness



NCCA

Respect
Integrity
Compassion
Connection



Welcome

to Bloom by William Crowley, CEO.

Welcome to the Autumn edition of Bloom, our NCCCA newsletter! We are excited to bring you updates on the events and celebrations in our community, and introduce our new staff members.

In this edition, we want to highlight our Meals on Wheels service, which provides nutritious meals to those in need. We believe in the power of nourishment and are proud to support individuals through this program.

I also wanted to draw your attention to an important initiative: the residential care home survey. Conducted by independent teams on behalf of the Department of Health and Aged Care, this survey collects valuable feedback from residents about their experiences in aged care homes.

The survey consists of 12 important questions relating to care, culture, food, and management. Participation is voluntary and requires consent, with the survey conveniently available online via the QR code below. Your participation in the survey is highly valuable and can make a significant impact on aged care quality across Australia. If you have a family member or friend in residential care at NCCCA, we encourage you to participate by scanning the QR code, downloading the form, and completing the survey.

We appreciate your time and contribution as we work together to enhance the care provided to residents. Thank you for being part of our NCCCA community. If you have any feedback or suggestions, please feel free to reach out to us. Wishing you a warm and fulfilling autumn season.




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@nccca.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://nccca.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.

Volunteers Week

NCCCA Volunteers Luncheon

At NCCCA, our dedicated team works tirelessly to provide the best care for our residents and clients. Our volunteers are a vital part of our NCCCA family, selflessly prioritising the well-being of our residents by generously giving their time.

During Volunteer's Week, we held a special luncheon to celebrate our volunteers. The event included informative sessions aimed at ensuring our volunteers feel safe and prepared in their roles within our community.

Veronica, our newest volunteer, has been with us for six weeks, spending three days per week assisting our residents. She enjoys spending time with them and participating in activities like bingo, although she sometimes feels a personal responsibility when they don't win. Veronica wishes she had started volunteering earlier.

Jude, a dedicated volunteer for over three years, has served in various roles and is now the canteen guru. She finds joy in interacting with residents when they redeem their NCCCA prize money earned from winning games. If you've ever considered volunteering, we invite you to contact us at volunteering@nccca.com.au or phone (02) 49933100. We believe that volunteering is a fulfilling experience that benefits both the volunteers and those we serve.

We appreciate our volunteers for their commitment and selflessness, as they contribute greatly to the care and well-being of our residents and clients.



Above: Veronica and Janean Cole, Group Manager of Residential Care Services enjoying a well deserved break!



Above: Marie and Kathryn in education mode!



Above: William Crowley, NCCCA, CEO and Sid enjoying a catch up on all things volunteering.



Happy Birthday

Celebrating togetherness

NCCCA's Monthly Luncheons Filled with Smiles and Laughter

In addition to the joyous atmosphere and heartwarming connections at NCCCA's Monthly Retirement Living Luncheons, we recently had the privilege of celebrating two remarkable birthdays. Colleen and her husband Dennis reached the incredible milestone of turning 80, and our community came together to honour them in a truly special way.

With an element of surprise, we organised a birthday celebration during the luncheon, ensuring that it would be a moment they would cherish. As Colleen and Dennis entered the room, they were greeted with flowers and a heartfelt card signed by everyone in the village, and when it came to the desert, everyone enjoyed the birthday cakes.

The atmosphere was filled with joy and appreciation as residents shared stories, memories, and laughter, celebrating the vibrant lives and wisdom that come with eight

decades of experiences. It was a testament to the enduring spirit and unity within our retirement living family.

This heartwarming gesture not only made Colleen and Dennis feel cherished but also served as a reminder of the strong bonds and deep connections that form the foundation of our community.

At NCCCA, we believe in nurturing an inclusive and vibrant community that uplifts and honours every individual. The Monthly Luncheons provide an ideal platform to not only foster connections but also to acknowledge and celebrate the remarkable moments in the lives of our residents.

As we continue these monthly gatherings, we look forward to creating more opportunities for shared joy, laughter, and the commemoration of milestones. Together, we will continue to



create a supportive and uplifting environment where every member of our NCCCA family can thrive and experience the happiness that comes from being part of a loving community.



Our NCCCA Values

Respect
We treat all people with dignity

Integrity
We do what we say we will do

Compassion
We care for all people

Connection
We engage and support all people



International Nurses Day!

On 12 May, everyone at NCCCA proudly celebrated International Nurses Day, honouring the dedication and commitment of our nurses and carers, regardless of their age or experience. The field of nursing has undergone significant transformations over the years, with various types of nurses and specialty opportunities emerging. In the aged care sector, nursing is a challenging and intricate profession that requires a collaborative approach. Nurses, carers, and other healthcare professionals play crucial roles in providing a wide range of nursing and care duties based on their qualifications, training, and scope of practice. At NCCCA, our person-centered care model relies on the support of all our teams working together.

The nursing care at NCCCA is supported by a governing body that has invested in developing a diverse clinical team operating within a robust Clinical Governance Framework. Lifelong learning is a cornerstone for our clinical staff to stay current and informed in their practices, and NCCCA actively promotes this through our online learning platform called Altura Learning. Our staff have access to specific aged care modules as part of their own self-development and continuing professional development activities. We are fortunate to have nurses who have specialized in various areas such as wound care, palliative and continence care, and dementia care. At NCCCA, we encourage career progression for our staff and also provide opportunities for clinical placements for student nurses at different stages of their education.

The significance of 12 May as International



Nurses Day dates back to 1974, when it was chosen to commemorate the birth anniversary of Florence Nightingale, the renowned founder of modern nursing. Nightingale tirelessly fought to establish foundations and laws to protect the nursing profession and worked diligently to develop it further. During the 1854 Crimean War, she earned the nickname “The Lady with the Lamp” for her compassionate work on the battlefields, where she would search for wounded and injured soldiers, holding a lamp to guide her way. Her remarkable efforts during that time helped reduce the mortality rates among soldiers from 40% to 2%.

To show our appreciation for our compassionate and valued staff, we celebrated International Nurses Day at NCCCA with delectable homemade cakes baked in-house. Our staff proudly wore badges for the occasion, symbolising their commitment to nursing excellence. Happy International Nurses Day to all the incredible nurses and carers who make a difference in the lives of our residents and their families every day!



Kate Williams, Human Resources Manager



NCCCA Chairman, Tim Murray

What is the role of the NCCCA Board?

Dear members of the community,

As many of you may know, Northern Coalfields Community Care Association (NCCCA) is a not-for-profit organisation that provides aged care services to the community of Cessnock. Our aim is to ensure that elderly members of our community receive the care and support they need to live a fulfilling life. Today, I would like to take a moment to talk about the role of the NCCCA Board.

The NCCCA Board comprises local business people who bring a variety of skills and experiences. Their primary role is to oversee the operations of the organisation and ensure that we are delivering high-quality care to our clients. The board members are responsible for managing the staff of the organisation, principally by employing the Chief Executive Officer. They also ensure good governance and maintain standards according to the various laws we operate under.

One of the crucial roles of the Board is to drive excellence and strategy and be forward-thinking, taking in all future opportunities. Our aim is to always be looking for ways to improve our services and stay ahead of the curve. This involves staying up to date with the latest developments in the industry and being open to new ideas.

Another important responsibility of the Board is to manage the financial success of the organisation. As a not-for-profit organisation,

we aim to produce a financial surplus each year so that we can invest and grow rather than decline. This ensures that we can continue to provide high-quality care to our clients and expand our services to meet the needs of the community.

The NCCCA Board is constantly reviewing its own performance to ensure that we are meeting our responsibilities and delivering the best possible care to our clients.

We are committed to listening to and learning from our community, and we welcome feedback on our services. To make it easier for you to share your thoughts and suggestions, we have a written feedback form available at all our sites. You can fill out the form and drop it off at any of our locations, or you can use our online form through our website. We value your feedback and will use it to continually improve our services.

In conclusion, the NCCCA Board plays a vital role in ensuring that our organisation is meeting its responsibilities and delivering the best possible care to our clients. We are committed to the highest standards of governance and excellence and are always looking for ways to improve our services. We are grateful for the support of the community and welcome any feedback that can help us to continue to grow and improve.

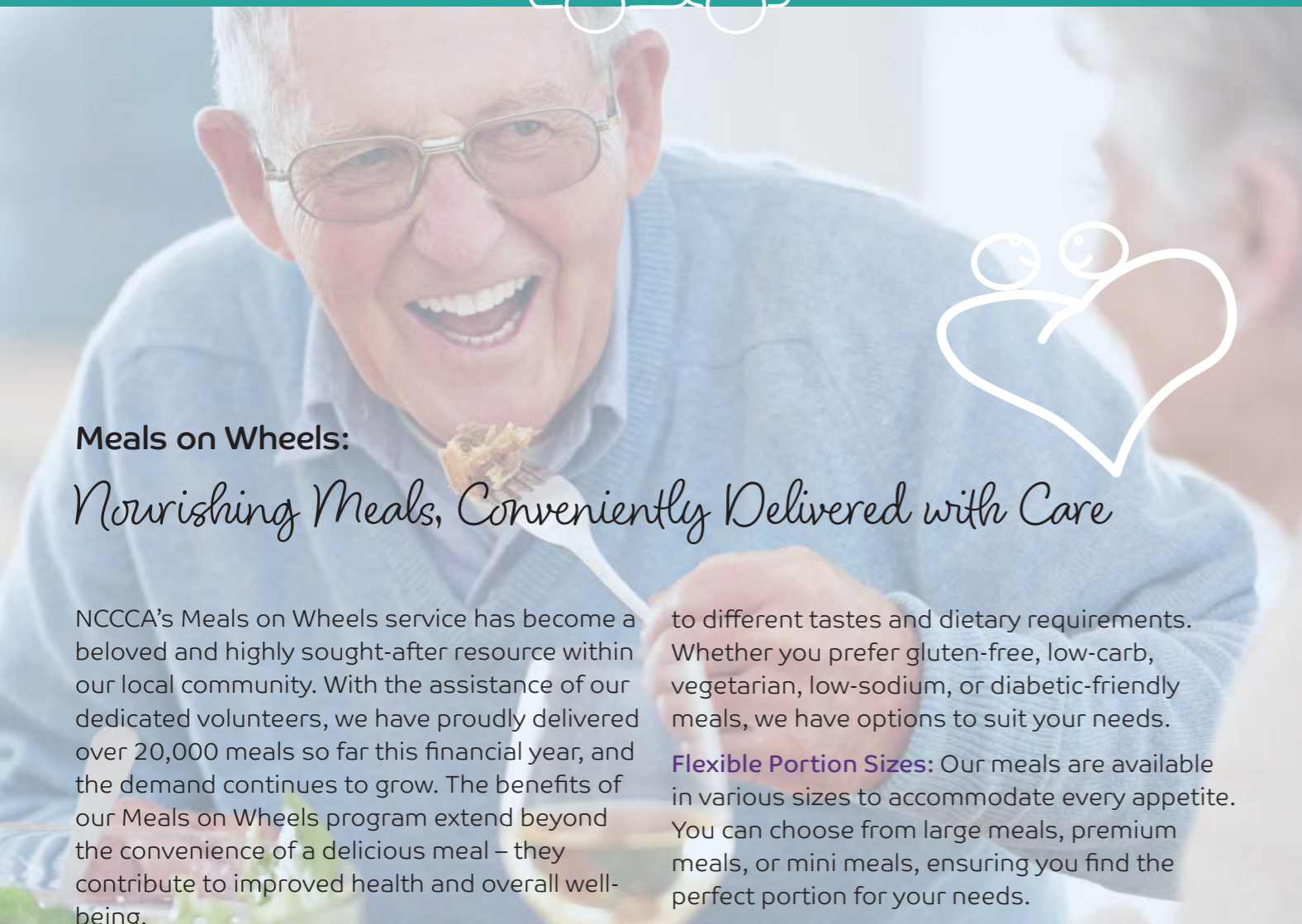
If you have a concern, compliment or suggestion in relation to our service NCCCA is always happy to receive feedback. To submit your feedback please scan the QR Code below.



MOW



Loralee Bliss
Community Services
Manager



Meals on Wheels:

Nourishing Meals, Conveniently Delivered with Care

NCCCA's Meals on Wheels service has become a beloved and highly sought-after resource within our local community. With the assistance of our dedicated volunteers, we have proudly delivered over 20,000 meals so far this financial year, and the demand continues to grow. The benefits of our Meals on Wheels program extend beyond the convenience of a delicious meal – they contribute to improved health and overall well-being.

Our Meals team understands the importance of providing meals that are both flavorsome and nutritious, taking into consideration your specific dietary needs and preferences. We work closely with you to identify options that support your nutrition goals and create a menu that satisfies your taste buds while meeting your individual dietary requirements.

There are numerous advantages to trying our Meals on Wheels service:

Easy to Heat and Eat: Our meals are designed to be effortlessly heated and enjoyed, particularly during the colder months when cooking may feel like a daunting task.

Extensive Range of Options: We offer a wide variety of tasty and nourishing meals to cater

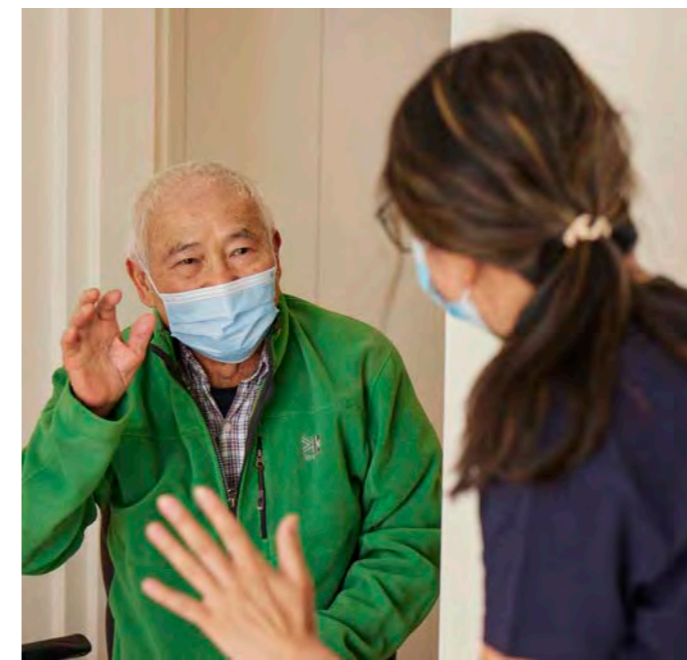
to different tastes and dietary requirements. Whether you prefer gluten-free, low-carb, vegetarian, low-sodium, or diabetic-friendly meals, we have options to suit your needs.

Flexible Portion Sizes: Our meals are available in various sizes to accommodate every appetite. You can choose from large meals, premium meals, or mini meals, ensuring you find the perfect portion for your needs.

Comprehensive Meal Selection: From breakfasts and soups to lunches, dinners, desserts, and quick snacks, we have you covered for every mealtime.

Health-Focused: Our meals have been carefully developed using the National Meal Guidelines, addressing common health concerns such as bone health, muscle strength, and overall well-being. Each meal is packed with essential vitamins and ingredients to optimise your nutrition.

We understand that appetites and lifestyles change as we age, and proper nutrition becomes increasingly important. Malnutrition can impact your quality of life, leaving you more susceptible to illness and impeding your recovery. If you have concerns about

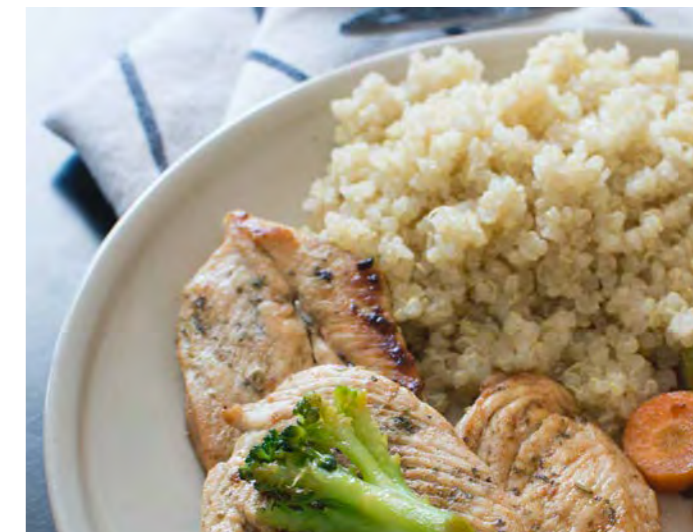


your nutrition, we are here to support you in accessing the necessary services and resources that make it easier to maintain your health and well-being.

To make meals more affordable for your budget, you can explore a variety of funding options through Home Care Packages and the Commonwealth Home Support Programme.

Beyond the convenience and nutritional value, our Meals on Wheels program offers a personal touch. Each meal is delivered with care by our friendly team of local staff and volunteers, providing not only nourishment but also vital connection and well-being checks for those within our local community.

If you have any questions about Meals on Wheels, how to access the service, or if you're curious about the options that may best suit you, we invite you to visit our **Community Support Centre located at 196 Wollombi Road, Cessnock**. Alternatively, you can contact us at **4019 9700** to speak with our dedicated team. Take the first step in making mealtimes easier and more enjoyable for yourself or a loved one by reaching out to us today.



It's
TIME
to *Grow*



Welcome, Kathryn Read

NCCCA Nurse Educator

Hello NCCCA Family,

I am filled with immense pride that I have joined the NCCCA Team. I want to express my gratitude to all the staff for their warm welcome.

Bringing a diverse nursing background from the public and private sectors, I arrive at NCCCA with a wide range of experience. Throughout my career, I have worked extensively in various specialties, including Colorectal nursing, High Dependency, Intensive Care, Emergency Department, and even had a brief stint in GP land. Moreover, I am an Authorised Nurse Immuniser (ANI) and a registered NSW JP, adding to my qualifications.

Over the past two years, I have had the privilege of working with Hunter Area Health at the NSW Health COVID Vaccination Hub.

Alongside an incredible team of nursing and allied health professionals, we have administered vaccines to the masses. It has been an extraordinary journey, adapting to different environments such as vaccination halls, Port side at Newcastle harbour, makeshift clinics set up in vans, and even at “Bunnings.” These experiences have taught me flexibility, resilience, and the importance of reaching people where they are.

During my time at the vaccination hub, I worked full-time and took on multiple roles, including Clinical Nurse Educator, Team Leader, and relief Nurse Manager. In addition, I completed my Certificate IV TAE to enhance my skills in teaching and education. These roles have nurtured my passion for education and provided me with the opportunity to support and guide my colleagues. Now, as the Nurse Educator at NCCCA, I am determined to bring a fresh perspective to education and ensure that all staff receive the necessary support and guidance while upholding the NCCCA Standards.

I am genuinely excited about working with everyone at NCCCA. Together, we can make a significant impact on the lives of our residents and clients and uphold the highest standards of care.



NCCCA Nurse Educator, Kathryn Read



NCCCA Quality Manager, Louise Klerk

Welcome, Louise Klerk

NCCCA Quality Manager

Hello everyone,

I am thrilled to introduce myself as the new Quality Manager at NCCCA. My name is Louise Klerk, and I bring with me a wealth of experience in the disability sector. I started my career at a young age, emptying catheter bags as a support worker, and since then, I have held various operational and quality roles within the sector.

Although I briefly worked in child protection, I have spent the majority of my career in the disability sector, where I have gained invaluable insights and skills. Now, I am excited to embark on a new journey in the Aged Care sector, and I believe NCCCA is the perfect place to do so.

As your Quality Manager, I am committed to working closely with you to exceed our legislative and compliance requirements. Together, we will ensure that all our consumers and residents receive a safe and quality service that they deserve.

I look forward to meeting and working with each one of you.



Embracing the Journey

NCCCA Certificate III in Individual Support Trainees.

To our remarkable Certificate III in Individual Support trainees, we want to take a moment to acknowledge your incredible dedication and hard work. As you navigate through the challenges of a new environment and the complexities of mastering procedures, we want you to know that your efforts are deeply appreciated. You are an essential part of the NCCCA team, and we commend you for your commitment to making a difference in the lives of our residents and clients.

Embrace the challenges, continue to learn, and trust in your abilities. Your journey is not only shaping you into a skilled caregiver but also contributing to the betterment of our NCCCA community. Thank you for your invaluable work, and remember, we are here to support you every step of the way.

Easter at NCCCA





Winter Wellness

TIPS TO PREVENT THE COMMON COLD THIS WINTER

As winter approaches, it's important to take steps to prevent the common cold and flu. By following a few simple guidelines, you can reduce your risk of catching a cold and stay healthy during the winter season. Here are some effective strategies:

Practice Good Hygiene: Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitiser. Avoid touching your face, especially your eyes, nose, and mouth.

Boost Your Immune System: Support your immune health by eating a nutritious diet, staying hydrated, exercising regularly, getting enough sleep, and managing stress levels.

Stay Warm and Dry: Dress warmly in layers, wear a hat, scarf, and gloves when going outside, and ensure your home is warm and dry.

Avoid Close Contact with Sick Individuals: Minimize your exposure to cold viruses by maintaining a safe distance from people who are sick with cold symptoms, especially in crowded places.

Clean and Disinfect Surfaces: Regularly clean and disinfect frequently-touched surfaces in your home and workplace to reduce the spread of viruses.

Stay Updated with Vaccinations: Consider getting an annual flu vaccination and ensure you are up to date with other recommended vaccinations to protect your overall health.

Practice Respiratory Etiquette: Cover your mouth and nose with a tissue or your elbow when coughing or sneezing, dispose of used tissues properly, and wash your hands afterward.

By implementing these preventive measures, you can significantly reduce your risk of catching the common cold and enjoy a healthy winter season. Stay warm and well, and enjoy months ahead.

Janean Cole
Group Manager
Residential Care
Services



Love Awards

Live Our Values Everyday

At NCCCA, we deeply value and celebrate the remarkable contributions of our staff members who exemplify our organisation's values. To recognise their outstanding efforts, we have introduced the LOVE Award, which stands for 'Live Our Values Everyday.'

The LOVE Award is a special recognition bestowed upon staff members who consistently demonstrate our values through their actions, dedication, and commitment to providing exceptional care and service. It serves as a heartfelt expression of our gratitude and appreciation for the invaluable work they do, positively impacting the lives of our residents and the community.

Recipients of the LOVE Award will receive a certificate acknowledging their exceptional contributions. Additionally, they will be presented with a cash prize as a small token of our appreciation, which they can use towards something of their choosing. The LOVE Award is open to all NCCCA staff members, irrespective of their role or department. We firmly believe that every individual plays a crucial part in the success of our organisation, whether they work in the office, the community, or our residential care facilities. We want to recognise and celebrate these exceptional individuals who consistently embody our values in their daily work.

We extend our heartfelt congratulations to all past and future recipients of the LOVE Award. This month, we are thrilled to recognise Colin McFarlane, Matthew Cairns, Jeannie Marie Hunter, and Sarah Jane Neild as recipients. We sincerely thank you for your unwavering dedication and for making NCCCA a place where compassion, excellence, and integrity thrive. Together, we will continue making a positive impact on the lives of those we serve.



Colin



Jeannie



Matthew



Sarah

We invite residents and family to nominate! You can do so in under 1 minute via our online form. Scan our QR Code



I feel
Supported
at home
with
NCCCA

Be *Happy*
stay
CONNECTED
with
NCCCA

NCCCA
Cares
for **ALL PEOPLE**

I feel
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