



Bloom

In this edition
20 Years of Service
Culinary Excellence
Infrastructure Upgrades
Tips for Summer

Summer 2024





Welcome to the Summer Edition of Bloom

by Anne Zele, Acting CEO

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

In the past few months there have been a number of staff changes, including at the senior management level. William has left us – we thank him for being our CEO for three years and wish him well in his next role. I am pleased to let you know that Tony Bidstrup has been appointed CEO and will start with us on 16 December.

In this edition, we want to highlight a 20 year service anniversary, which is a fantastic achievement.

We have made a number of improvements to our facilities in recent months: new nurse call system, new emergency alert system for our independent living residents, upgraded security cameras as well as a new telephone system, which makes it much easier for you to connect with the person you want to. We are also able to offer a telephone in each resident room to call family and friends, so speak to the nurse manager for more info on this.

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 Christmas season, I hope you have a wonderful time with family and friends.



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.

TO GET IN TOUCH or PROVIDE FEEDBACK

call (02) 4993 3100

email mail@nccca.com.au

SCAN the QR code to complete a FEEDBACK FORM



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 on (02) 4993 3100.

Danielle Suvaal 20 Years of Service

Danielle commenced employment with Northern Coalfields on 30 September 2004 after completing her Assistant in Nursing Certificate at Northumberland Network in Cessnock.

When applying for employment with NCCCA, Danielle wrote on her employment application that she had: “Completed part of my work placement at Jacaranda and find it to be the place I would like to work”.

A place of work, that, Danielle has kept coming to for the next two decades. A true testimony of dedication to the organisation, and the elderly residents that have been in her care over the years.

Danielle spent much of her 20 years working in Abernethy Nursing Home, and only in the last couple of years has moved to Jacaranda Grove, working in the Magnolia wing.

Danielle has very high expectations of what good resident care looks like and expects only the best from her work colleagues. Danielle is not afraid to say what she thinks and will always advocate for her residents. Some say Danielle wears her heart on her sleeve and has even “chilled” over the years. That combined with an excellent attendance record, certainly sets the bar high for others.

Dedicated employees like Danielle are the foundation of any organisation, and NCCCA held a special celebration for Danielle to express gratitude and appreciation for the 20 years of care provided to the organisations residents.



Danielle Suvaal and Acting CEO, Anne Zele



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

Fiona Cronin's Culinary Excellence

We are thrilled to share some fantastic news from our community! Fiona Cronin, a valued member of our team at NCCCA, has been honored with the Culinary Award at the Compass Star Awards for NSW and ACT 2024. This prestigious recognition celebrates Fiona's exceptional contributions to the aged care sector and highlights her dedication to improving the lives of those in her care.

Fiona's passion for creating nutritious, delicious, and thoughtfully designed meals has transformed dining into a joyful and nourishing experience for our residents. Her commitment to tailoring meals to meet the specific needs of the elderly—while prioritising both health and enjoyment—showcases her extraordinary culinary expertise and deep compassion for her work.

This award is not just a reflection of Fiona's skill but also of her unwavering devotion to enhancing the quality of life for everyone she serves. Her efforts remind us how small, thoughtful touches can make a big difference in the lives of others.

We would also like to extend a heartfelt thank you to Eddie da Silva, our Customer Services Manager, for his above-and-beyond dedication to NCCCA. Eddie's commitment to excellence and his tireless efforts to ensure our services consistently meet the highest standards have been instrumental in our success.

We are incredibly proud of both Fiona and Eddie for their remarkable contributions and the positive impact they continue to have on our community. Please join us in celebrating their achievements!



Fiona Cronin and Eddie da Silva



New Phone System Now Live!

NCCCA is delighted to share an important upgrade to our communication services. Our new phone system is now live, making it simpler and more efficient for you to reach us.

Previously, each of our three locations operated with separate phone systems. Now, these have been combined into a single, seamless system. Simply call 02 4993 3100, and our easy-to-use welcome menu will guide you to the right department, service, or person. Need to be transferred between facilities? No problem – our integrated system allows smooth call transfers across all locations.

To make navigating our phone system easier, the welcome greeting will guide you with the following options provided:

- 1. Community Services:** For inquiries related to Home Support Packages (HCP and CHSP), transport services, Meals on Wheels, or to reach staff at the Ted Jackson Centre.
- 2. Residential Services:** To contact any of our Residential Care Facilities or to discuss potential admissions to NCCCA.
- 3. Accounts:** For assistance with billing or account-related matters.

4. Administration: To connect with a member of the NCCCA leadership team.

We aim to make your experience as seamless as possible—thank you for your cooperation!

We are also excited to announce improved phone options for our residents. Each resident now has the option to have their own phone in their room, making it easier than ever to stay connected with family and friends.

Receiving calls: Free of charge.

Making calls: Available for just \$1 per day.

We understand how vital communication is for our residents and their loved ones, and we are proud to offer this service at minimal cost.

We are confident this update will make a real difference and appreciate your support as we transition to this new system. If you have any questions or need help navigating the system, please don't hesitate to contact us.

Call us today on (02) 4993 3100 – we're just a phone call away!



Remembrance Day at Mountain View Lodge



Love Awards

Live Our Values Every Day

Each quarter, NCCCA celebrate our staff through the LOVE Awards as a recognition for those staff who 'Live Our Values Every Day'. The invaluable work our incredible staff carry out day to day is recognised and rewarded thanks to our sponsors at Creightons Funeral Service.

Recipients are chosen from feedback received in the prior quarter. We are pleased to announce that the First Quarter 2024 recipients were:

- **Tamara Pollard** (Personal Care Worker, Abernethy) - Compliment from residents sister "Tamara, the cleaner is an excellent staff member. She understands and listens to my needs when cleaning my sisters room."
- **Gurgot Kaur** (Personal Care Worker, Jacaranda Grove) - Resident compliment "Very happy with the way Gurgot has taken care of me, very appreciative of the personal care she had given me including giving me a head massage and trimming finger and toe nails."
- **Mahmuda Akter** (Personal Care Worker, Mountain View Lodge) - Residents have said that Mahmuda is loving and kind to them.
- **Nicole Krischer** (Administration Assistant, Community Care) - "Nicole is always happy to assist with additional tasks and gives 100% to everything she does. She also has a great rapport with her team."

Recipients for Second Quarter 2024 were:

- **Ron Miles** (Meals on Wheels, Community Care) - "Ron is very dedicated to his work and is very structured in ensuring MOW runs smoothly. He is well respected by staff and volunteers and is very giving with educating / teaching new staff in the role."

- **Jane Whitney** (Personal Care Worker, Abernethy) - Colleague compliment "Today I am thankful for Jane helping us out in A2 when they could see we were under a lot of stress running late with cares, Jane always brings a positive attitude into every room she walks into Grateful for her help today such kind, caring people."
- **Suvashree Acharya** (Personal Care Worker, Jacaranda Grove) - "Valarie Z in Magnolia is always so happy with the service and care Suvashree provides to her."
- **Vanessa Tarranza** (Personal Care Worker - Mountain View Lodge) - Compliment from resident's wife, "I would like to compliment Vanessa for her quality of care and friendly disposition, shows a lot of empathy and is very responsive to Ben's obsessive needs which frustrates some. Vanessa always enters the room with a smile and speaks softly to wake up Ben, asked him to sit up and take his tablets and gives him time to check them, asking how he feels this morning gives him fresh water to take the tablets and says 'good job Ben, have to go now' then smiles and gives a wave."

Third Quarter 2024 Love Awards went to:

- **Betty Nakawoojwa** (Registered Nurse - Abernethy) "Had the pleasure of working with Betty as my RN this evening. She is a great RN, will happily work with her anytime. Betty ensures everything is completed correctly and has great knowledge of her role."
- **Albin Anil** (Personal Care Worker - Jacaranda Grove) - "There were no kitchen staff this evening. He cleaned all dishes in Magnolia as well as Jacaranda. He came to help Jacaranda staff during dinner when they were struggling. One of the hardworking and helpful staff in NCCCA. Never say no for anything."
- **Pauline Vernon** (Personal Care Worker, Mountain View Lodge) - Compliment from Fay W, "Pauline is doing an excellent job, quiet and gentle and ladylike in her approach to residents."
- **Bev Fogarty** (Support Team Leader, Community Care) - "Bev is happy to

help anyone at any time , lots of nice compliments from other staff."

Fourth Quarter 2024 Love Awards were presented by Georgina Picton of Creightons Funeral Service who sponsor the awards which went to:

- **Emily Mungoven** (Home Care Employee, Community Care)
- **Sajana Bhattarai** (Personal Care Worker - Abernethy) - "I would like to say how good Sanjana's routine is when she works in the memory support unit. Sanjana always shows excellence in her work, always displaying professional work ethic, also great communication with residents and staff."
- **Jessica Hayden** (Leisure and Lifestyle Coordinator - Jacaranda Grove) - "In my opinion Jessica is the best activities staff member. She is always kind, caring and always doing the best for the residents and families. She never fails to speak and always makes you feel welcome."
- **Cheryl Klinkhamer** (Registered Nurse - Mountain View Lodge) - Compliment from colleague, "Managing team well and coping well with fires and concerns in building."

Our staff are dedicated, compassionate and committed and are truly valued.

The awards are open to all NCCCA staff. Let us know who you think should be honoured by making a nomination using by scanning the QR Code.



Sajana Bhattarai and Georgina Picton



Jessica Hayden and Georgina Picton



Cheryl Klinkhamer and Georgina Picton

Love Awards sponsored by:



Art and Craft, Games and Animals



Painting and Mask Making



Coasters and Stained Glass



Floral and Feather Creations



Tie-Dye and Woodworking



Sweet Valley Baby Animals Visit



Hungry Hippo and Balloon Tennis



Table Bob

Nurse Call and CCTV

We are thrilled to announce significant enhancements to our aged care facility with the installation of a new Nurse Call System and a state-of-the-art CCTV system. These upgrades are part of our ongoing commitment to providing the highest level of care and ensuring the safety and well-being of our residents.

Enhanced Nurse Call System

The new Nurse Call System is designed to improve the efficiency and responsiveness of our caregiving team. Key features include:

- **Immediate Assistance:** Residents can easily call for help with a simple button press, ensuring that assistance is always just moments away.
- **Efficient Communication:** The system allows for direct communication between residents and nursing staff, facilitating faster response times and more personalised care.
- **Integration with Mobile Devices:** Nurses can receive alerts on their mobile devices, enabling them to respond promptly no matter where they are within the facility.
- **Tracking and Reporting:** The system logs all calls and responses, providing valuable data to help us continuously improve our service.

Advanced CCTV System

To enhance the security of our facility, we have also installed a cutting-edge CCTV system, which offers:

- **24/7 Surveillance:** Comprehensive monitoring of common areas and entrances ensures a secure environment for all residents.
- **High-Resolution Cameras:** Clear, high-quality footage aids in monitoring and

incident investigation, ensuring any issues are promptly addressed.

- **Privacy Protection:** The system is designed to respect the privacy of our residents, with cameras placed only in common areas and entrances, not in private rooms.
- **Remote Access:** Authorised personnel can access live feeds and recorded footage remotely, ensuring continuous oversight and quick response in case of emergencies.

Emergency Alert System

As part of the upgrade it was also necessary to provide a new emergency alert system for the Independent Living residents. Each resident has been provided a Live Life Alarm which works wherever the resident goes.

These upgrades are part of our broader initiative to enhance the quality of life and safety within our community. We believe that the new systems will significantly benefit our residents by providing greater peace of mind and improving the efficiency of our care services.



Name Badges

At NCCCA, we are always looking for ways to improve communication and enhance the experience of our residents and visitors. Following valuable feedback, we are excited to introduce color-coded name badges for our staff.



Teleasha (Lifestyle) and Sandi (Registered Nurse)

This initiative is designed to make it easier for residents, families, and visitors to quickly identify staff roles. By glancing at the badge, you will know who to approach for specific assistance or inquiries, ensuring a smoother and more personalised experience.

We believe this small but meaningful change will help foster stronger connections and a greater sense of community. Thank you to everyone who shared their feedback and contributed to this improvement.



Sarah (Enrolled Nurse)

Registered Nurse & Nurse Practitioner

Enrolled Nurse & Medicator

Carer

Lifestyle & Volunteer

General Services



Carmella (Carer) and Tamara (General Services)

Consumer Advisory Body

NCCCA invites those who receive care or services, along with their families and friends, to join our Consumer Advisory Body. This important group meets four times a year and plays a key role in strengthening governance and leadership, prioritizing safety and quality, and ensuring positive consumer experiences.

The group is supported by the Chief Executive Officer and Quality and Risk Manager, who work closely with members to provide valuable feedback to the Board of Directors on the quality of care and services at NCCCA.

Topics such as food choices, care and services, feedback (both complaints and compliments), and other relevant matters are discussed openly. Your involvement helps us shape a secure, high-quality, and consumer-focused aged care environment.

We value your voice—together, we can make a difference! If you are interested in joining the Consumer Advisory Body, contact:

Louise Hargrave, Quality and Risk Manager

call 0490 428 800

email louise.hargrave@nccca.com.au



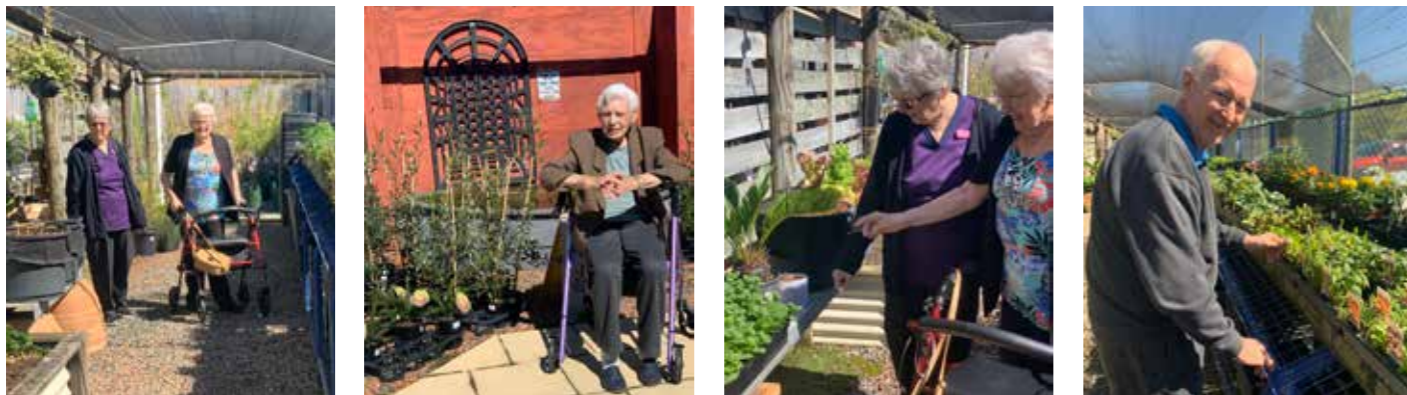
Outings, Events and Food



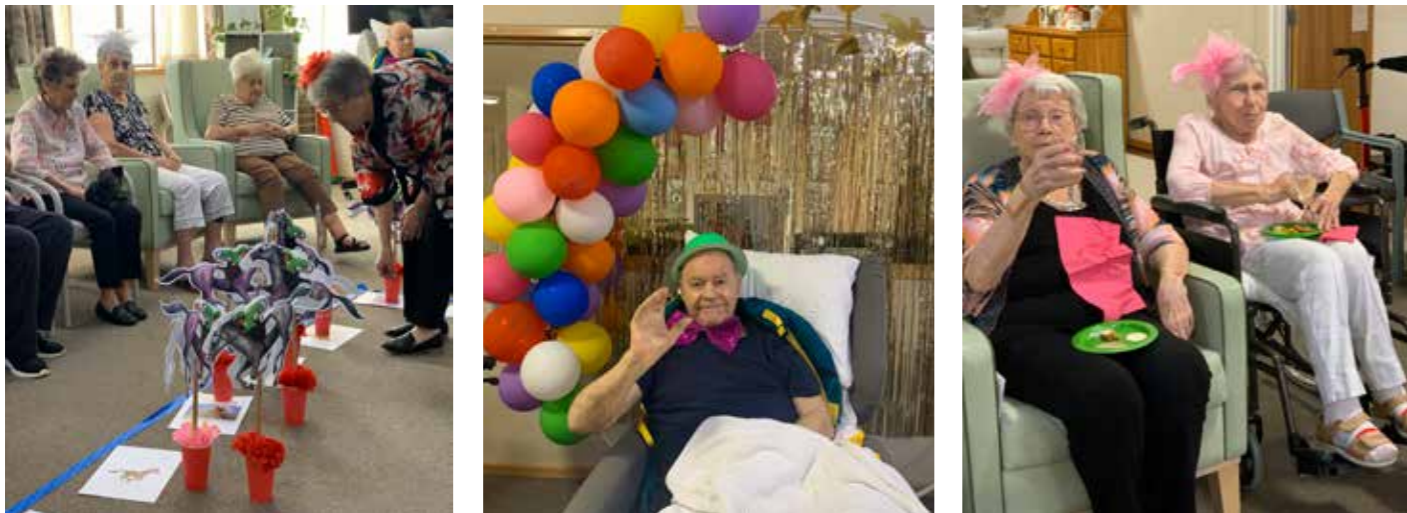
Desserts at Sabor Dessert Bar



NRL Footy Presentations



Nulkaba Nursery



Tie-Dye and Woodworking



Birthdays and Remembrances



Concerts and Dances



Daffodil Day and Halloween



Cupcakes and Sushi

Tips for Summer

Summer is a great time to live in Australia, with plenty of public holidays, natural beauty and warm evenings for the whole family to enjoy.

But it can also be a high-risk time for the senior members of our community – especially on days when temperatures reach well above 30 degrees. People with reduced mobility, chronic medical problems (especially kidney conditions) or who live alone may be at risk of experiencing heat-related health complications over the summer months.

If you are a senior, or caring for a loved one who is elderly, here are some tips to ensure everyone has a safe and happy summer break.

Drink lots of water

It's one of the most basic pieces of health advice for a reason: stay hydrated by drinking plenty of water – at least 6 to 8 glasses a day, even if you don't feel thirsty or aren't being active.

Drinking water throughout the day not only keeps your body temperature cool, but replenishes any fluid lost through sweating. If you don't enjoy the taste of water, try adding some interest with a slice of lemon. A couple of cubes of frozen berries and mint leaves in a jug of water can also be a lovely treat in the warmer months.

Watch out for heat-related illnesses

As we grow older, our bodies don't regulate temperature as efficiently as they used to. This means people aged 65 and over are at increased risk of heat-related illnesses, especially on extremely hot days.

One condition to watch out for is heat exhaustion, which occurs when the body is unable to cool itself. Symptoms of heat exhaustion include:

- paleness and sweating
- a rapid heart rate
- headaches
- dizziness or fainting

- muscle cramps (usually in the abdomen, arms or legs)
- nausea and vomiting

If you think you or a loved one is suffering from heat exhaustion, go to a cool area, rest, remove outer clothing, increase fluid intake, wet the skin with cool cloths and seek medical advice.

Know the warning signs for heat stroke

Heat stroke is a far more serious than heat exhaustion, and can be life-threatening if left untreated. The symptoms for heat stroke are slightly different from heat exhaustion. They include:

- a rapid pulse and fast, shallow breathing
- trouble speaking, slurred speech
- problems concentrating or coordinating movements
- dizziness, confusion, seizures or loss of consciousness
- sudden rise in body temperature
- hot and dry and possibly red skin, possibly with no sweat
- dry, swollen tongue
- headaches
- nausea or vomiting

If you think someone is suffering from heatstroke, treat it as a medical emergency. Lower their body temperature any way you can and call triple zero (000) straight away. Do not give paracetamol or aspirin, as this may make things worse.

Avoid being outside during the hottest parts of the day

The hottest part of the day is usually between 11am and 3pm. To avoid heat exhaustion, plan your day so you are indoors during that time, and try to relax instead of being busy. If you want to leave the house, try visiting a place with air conditioning, such as a public shopping centre, the cinemas or the public library. If you must be outside, try to stay in the shade as much as possible.

Be sun-safe when you are outside

When you go outdoors, take steps to protect yourself from both the heat and the sun's harmful UV rays. You can do this by:

- using sunblock with at least SPF30+, even on cloudy days
- wearing a wide-brimmed hat
- carrying a light umbrella as portable shade
- covering exposed skin with lightweight, loose clothing
- staying under the shade as much as possible
- wearing sunglasses to protect your eyes

Cool your home

Keep your house as cool as possible to prevent over-heating during summer. You can do this by opening security-screened windows at night to let in the breeze, avoiding using the oven, turning on the fans and drawing your curtains during the hottest part of the day so the sun doesn't shine through your windows and heat the house up. Home Caring's housekeeping services can help you keep on top of this; just chat to your carer about your needs.

It's also worth using your air conditioner, if you have one, when temperatures soar. While it is tempting to keep the air-con off to save money, your health is much more important than your power bill!

Cool yourself

Make sure you dress appropriately for hot weather by sticking to light, loose fitting clothes in materials that can breathe (e.g. natural cotton) and avoiding colours like black, which can absorb heat. If your loved one needs help doing this on a daily basis, our Elderly Care services can help.

If you start to feel the heat, an easy way to quickly cool down is to take a cool bath/shower, or place a damp, cold washcloth on the back of your neck or face.

Don't overdo it

Now isn't the time to tackle the gardening, clean out the garage or go for a bushwalk! During hot days, especially between 11-3pm, keep strenuous activity to a minimum, drink plenty of water and do something restful instead. While exercise is important, it's best to leave physical activity to the cooler parts of the day, such as early in the morning.



Plan ahead

It's worth thinking ahead when it comes to staying cool in summer. Stay in touch with the weather forecast through your TV, radio or a phone app and website like Weatherzone. If a heatwave or high temperatures are predicted, consider how you will keep your house cool, check your air conditioner is working, and reschedule any plans that are planned for outdoors. Make sure you have a back-up plan if there is a power failure. Is there someone you can call, a family member or friend you can visit, or a place you can escape to?

Eat cool foods instead of hot

It goes without saying that hot meals like roasts and pasta bakes will not only heat up your house when cooking, but heat up your body as well. Stick to healthy and easy-to-prepare cool foods such as fresh fruit, salad, sandwiches and wraps (and, of course, keep up those fluids!) Chat to your carer about how you can ensure these meals are ready when needed.

Check in on others

If you have a loved one, neighbour or friend who is elderly and living alone, take the time to check in on them and ensure they are coping well in the heat. If you are worried about how your loved one may fare at home on their own, now might be the time to consider home caring, which offers peace of mind over summer.

Source: homecaring.com.au



I feel
Supported
at home
with
NCCCA

Be *Happy*
stay
CONNECTED
with
NCCCA

NCCCA
Cares
for ALL PEOPLE

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