

Summer 2017



About Life





At Life Care,
we view aged
care differently.

We believe
it should be
about really
living every
day. That's
why we focus
on creating
personal
connections
and
understanding
our clients'
unique wants
and needs.



As part of a recent strategic review, we have updated our Mission, Vision and Values. They continue to reflect the same organisation that Life Care has always been while communicating what we stand for more succinctly.



Mission

To create communities where people embrace life and Live Every Day.

Vision

To be South Australia's premier provider of services and accommodation for older people.

Values

Integrity · Respect
Engagement · Excellence
Teamwork

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Welcome from our CEO

As the year nears its end, it is an appropriate time to stop and reflect on the successes and challenges of 2017 and to cast an eye forward to 2018 and beyond.

2017 saw Life Care make significant gains in improving the Quality of Life of those within our community in the following areas:

- The successful introduction of the "house model" at Reynella Lodge and Roselin Court
- The introduction of the "MediMap" electronic medication system across all Life Care services (an Australian first)
- Reynella Lodge became the first facility in the Southern Hemisphere to introduce "Call Assist", a superior communication system that replaces the traditional nurse call bell system
- The ongoing development of the new Gaynes Park Manor at Joslin
- The commencement of the 30 bed expansion of Reynella Lodge
- Commencement and completion of an upgrade of Parkrose Village
- The 6th annual Life Care Way was successfully undertaken by all staff
- The expansion of the Life Care Dementia Excellence program
- Parkrose Village successfully passed its 3 year accreditation audit

- The Life Care at Home team successfully responded to the regulatory changes in Home Care and introduced a new scheduling system to benefit both clients and staff.

While there has been much to celebrate across Life Care in 2017, the year has not been without its challenges.

Government reform within the sector continues unabated, and in fact, it is likely that the rate of change will continue increasing. For example, in late February the nature of Home Care was totally changed as the long-awaited introduction of reforms aimed at giving consumers greater choice took effect.

The impact of the 2016 Federal Government Budget cuts to aged care funding took effect on 1/1/17 and the 2017 Federal Government Budget saw zero indexation on aged care providers' residential aged care funding.

While Life Care supports the Government's reform agenda and accepts that the funding of aged care must be controlled within the context of the broader national budget, these factors have created significant challenges for the organisation. In particular, our response to these challenges, given our commitment to delivering a premier service in all our settings, will need to be considered.

I have been particularly pleased and encouraged by the outstanding response to these challenges by the dedicated management and staff of the organisation.

2018 promises to be a challenging but rewarding year with the introduction of more Government reform, the commissioning of Gaynes Park Manor, the expansion of Reynella Lodge, further development of the 'house model', the rollout of "Call Assist" across the organisation and accreditation audits being conducted across all services except Parkrose Village.

In the broader community context, the need to develop better accommodation and services for older Australians continues unabated. The demographics highlight this challenge very clearly. In Australia 15 years ago, 300 people turned 75 every day. Today, that number is over 400 and within 5 years over 500 people will turn 75 every day. Not only is the number of people aged over 75 increasing rapidly, the composition of that cohort is changing significantly. For example, the number of single people aged over 75 is anticipated to be 35% higher than it is today, which will create additional challenges regarding isolation and loneliness.

While many see the shift in Australia's demographic profile as adding further challenges to an already stressed sector, at Life Care, we see them

as opportunities. Through our strategic plan, we remain committed to proactively embracing these opportunities and the innovation and commitment required to do so.

With regards to the future of aged care in Australia, I suggest that ultimately the climate and culture that we set now for older people will determine the climate that we inherit when we are older. This means that there needs to be greater political discourse and community discussion about what a successful society with a larger more influential aged population will look like in the future.

I would like to take this opportunity to thank our Board, management, staff, and volunteers for their outstanding support and commitment during 2017.

Finally, on behalf of the Board, I wish all within the Life Care community a wonderful festive season and healthy and happy 2018. 🌐



Introducing Gaynes Park Manor

As our population continues to age and community expectations around the quality of aged care environments increase, Life Care is responding through the development of world-class Residential Living campuses.

Previous readers of About Life will be familiar with our new development at Joslin which has been progressing since September 2016. With Practical Completion of Stage One just around the corner, we are excited to announce the name of this new campus: Gaynes Park.


The name Gaynes Park has a strong connection to the namesake of the suburb of Joslin – Henry Joslin – who was the Chairman of the South Australia Company from 1899 to 1923.

During this time, Henry Joslin lived in a Manor House called Gaynes Park.

We have adopted this name for both Stage One - the Residential Living section of the campus (which will be known as Gaynes Park Manor) - and the Serviced Apartments which are planned for stage two. These will be known as Gaynes Park Suites.

Gaynes Park Manor has been created specifically to enrich the lives of its residents. The 'House Model' (already operating at Reynella lodge (see pages 10-11) is the cornerstone of this experience. Through this model, those living in Gaynes Park Manor will feel a greater sense of personal engagement with staff, other residents, family and friends. The home-like environment will also lend itself to the normal rhythms of life with people structuring their day as they wish. Rooms are gathered around shared living spaces where activities and events can be easily accessed, when people are so inclined. Engagement is further enabled through our new "Call Assist" system – the Southern Hemisphere's first truly mobile call bell system (see page 9). This system enables residents to move freely throughout the building with the confidence that they can call for assistance at any time.

Those who currently live in Roselin Court will be the first to move into Gaynes Park Manor in early 2018. Roselin Court recently transitioned to the House Model in preparation for the move to Gaynes Park Manor. While Roselin Court was not designed with the House Model in mind, the level of engagement enabled by the model has already been warmly received.

We look forward to welcoming others into what will be the pinnacle of senior living in South Australia. 



MediMap – an Australian first

Life Care in partnership with TerryWhite Chemmart and Procura Software have come together to introduce Australia's first truly paperless medication charting system.

The medication charting system, known as MediMap, is an electronic prescribing and medication charting tool for the aged and community care sector. The software is already used by 60 per cent of care facilities in New Zealand.


Life Care Parkrose Village is proud to be the first aged care facility in Australia to use MediMap.

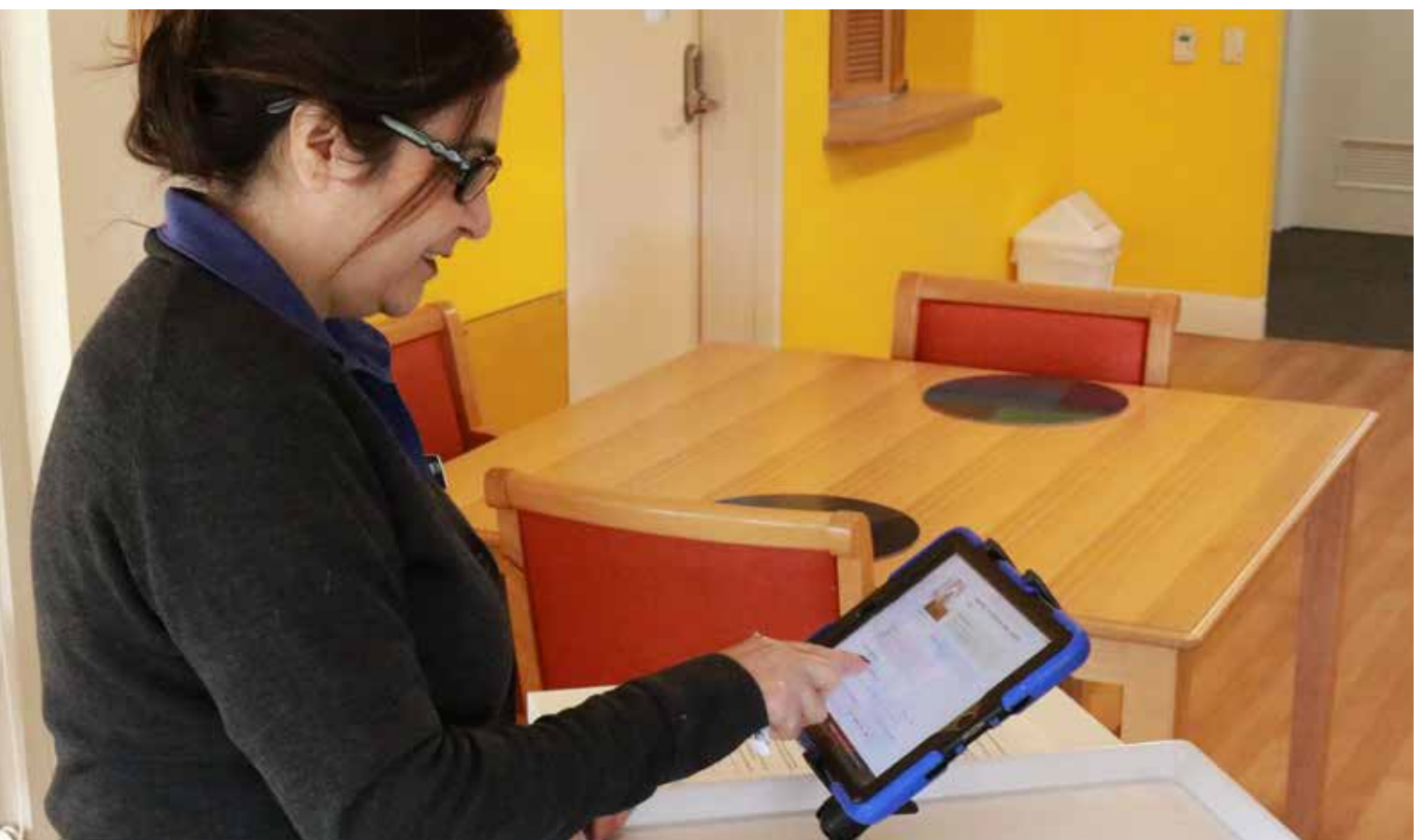
TerryWhite Chemmart North Plympton pharmacist Paul Drury has been working closely with Parkrose and says that MediMap allows medical and health professionals to work together more efficiently.

The system enables Life Care staff, the resident's General Practitioner and the chemist to interact instantly rather than waiting for traditional paper-based means.

The benefits of MediMap were echoed by Life Care's Clinical Information Manager Kim Bannon.

"After researching a broad range of available electronic medication systems, we found that MediMap was the best option to ensure an efficient and smooth integration with our internal systems and also enhanced communication between medical professionals," Ms Bannon said.

"We are so excited to be the first organisation in Australia to implement the state-of-the-art system across our facilities," adds Kim. 



Call Assist – An industry revolution

Just over two years ago, Life Care was considering how we could provide people in our Residential Living campuses with a greater degree of freedom and mobility while also increasing their sense of security.

Our genuine commitment to innovation drove us to look for a technology-based solution. Today, Call Assist – the Southern Hemisphere's first truly mobile call bell system – is the result.

Rather than a traditional nurse call bell on the wall, Call Assist utilises a wearable device much like a "Fit-bit". The device enables calls for assistance to be made anywhere within the building – even in the shower! Using a smart phone, the closest staff member is alerted and is able to instantly see the location of the person needing assistance.

Following a successful trial period, Call Assist was officially rolled-out in Reynella Village on the 18th of September. Originally the existing

nurse call bell system was to be maintained for some time to provide a back-up should there be any hiccups. However, after just one week and zero issues, the old system was decommissioned and Call Assist is now Reynella Village's dedicated call system. Call Assist will also be the primary assistance system at Gaynes Park Manor and will then be rolled-out across all Life Care sites in the next five years.

Residents have quickly warmed to the new system, valuing the sense of security and freedom it provides.

While we're excited about this new use of technology, what is most encouraging is the difference it will make to the lives of hundreds of people. 🌍



Life Care's model of service delivery at Reynella Lodge and Roselin Court

In 2016 we piloted our new model of service delivery at Reynella Lodge – generally known as the “House Model” – and after a few refinements we are now implementing this at Roselin Court ready to transition to the new building next door – Gaynes Park Manor.

In 2016 we piloted our new model of service delivery at Reynella Lodge – generally known as the “House Model” – and after a few refinements we are now implementing this at Roselin Court ready to transition to the new building next door – Gaynes Park Manor.

The House Model is more than just the built environment. It is about how we, as staff, work and engage with our residents with the ultimate goal of providing opportunities for them to live their lives with meaning and purpose each day. Our facilities are their homes, and we as staff are their guests. In your own home you choose what you want to do, and when. You choose when you want to get up and shower, whether you drink tea or coffee or something else, who you see and what you do during your day. Very few people choose to be in a ‘nursing home’, so it is up to us to ensure that we can make the environment as home-like as possible, where each person can flourish, for however long they are living with us.

The House model is about the resident being at the centre of their lives and having more choice about what they do and when. Traditionally, we have had a very clinical focus with key activities like bingo and sing-a-longs planned. Obviously our clinical services are critical and we have 24 hour nursing staff on-site to ensure this aspect is well managed, but taking medications, or having wounds dressed is not the main reason for our residents to get up each morning. Just because they are older, doesn't mean they don't want to have meaning and purpose in their lives and be able to contribute to their community. Our challenge is to assist and provide opportunities for everyone to have meaning and purpose and to live every day with us.

At Reynella, the implementation of the House Model resulted in the site being re-modelled, establishing four houses each with their own kitchenette, dining area and lounge. The meals are now served in each house from the kitchenette which allows residents more choice over when they want to eat. Easily accessible activities for smaller groups are encouraged within each house and are based on what the residents want to do. Residents are encouraged to decide when they want to get up or go to bed, rather than when the staff dictate; they are no longer all woken up when staff arrive at 7am to be at breakfast for 7.45am – the

residents can now dictate their own rhythm for the day.

Each house has its own dedicated key staff and volunteers that work there on a regular basis so that the residents now see familiar faces each day. Those working in the house really get to know them, and they don't have to repeat what they like and don't like to new staff.

This model was implemented at Roselin Court in September in readiness for the transition to Gaynes Park Manor. The philosophy can also be seen at our other sites in different ways, with each resident seen as an individual with different life histories and aspirations. Our aim is to provide opportunities that give meaning and purpose to everyone.

Our sincere thanks go to all our staff, but particularly to the staff at Reynella and Roselin Court who are making this a reality each day. 🌍

Our challenge is to assist and provide opportunities for everyone to have meaning and purpose and to live every day with us.



Welcome to our new Team members

VIRGINIA DEEGAN

Virginia joined the Life Care Board in October 2017.

She is the Director, Infrastructure at the University of Adelaide, responsible for directing the master planning and development of the infrastructure needs of the University to ensure it has the facilities to meet its strategic goals across all campuses and the efficient delivery of all property related services to the University community.

Prior to taking up this role in 2008, she worked in health management for 20 years, finally, as General Manager, Royal Adelaide Hospital. A Fellow Certified Practising Accountant and graduate of Australian Institute of Company Directors, Virginia has over 15 years' experience as a Board director, currently sitting on a number of other Boards including SuperSA and Central Adelaide Local Health Network Advisory Council. ●



ANDREW HARVEY

After spending more than a decade as a marketing consultant – working with clients including SA Government, Adelaide City Council, Uniting Communities, ACH Group, BAE Systems, and many more – Andrew was looking for an opportunity to apply his diverse skills in an industry more aligned with his personal values. He was immediately taken by Life Care’s “Live Every Day” philosophy and so was thrilled to be successful in joining the organisation as Marketing and Communications Manager.

With expertise in market research, marketing and brand strategy, internal communications, digital and social content development and a hands-on approach, Andrew brings considerable strength to our ability to communicate what makes Life Care great. 🌱



PETER BERMOSER

As Life Care’s Property Development Project Manager Peter brings a wealth of knowledge within the property development and construction industry.

With more than 20 years’ experience in the industry, Peter has managed infrastructure projects ranging from \$1million through to \$1.8 Billion from design conception through to delivery. His experience as a Construction Development Manager and General Manager within both local and international businesses has enabled Peter to manage some of Adelaide’s largest projects.

Peter is delighted to be part of Life Care’s growth as a leading aged care provider and to be involved such innovative projects. 🌱



CLAIRE DUNSMORE

Claire is the Executive Assistant to our Chief Executive Officer, Allen Candy and joined Life Care after serving two years as the Operations Manager of the South Adelaide Basketball Club. Before this, she provided executive support and office management in various not-for-profit organisations in civil construction, leadership development, and radio.

Her most notable professional achievement came during her time at CCF (WA) where she was Project Manager on the drive to become triple certified to ISO 9001, ISO 14001 and AS/NZS4801. The system passed with a high level of confidence, and this was maintained over subsequent audits.

Claire is excited to be a part of the team at Life Care and warmly thanks everyone for the lovely welcome she has received! 🌱



National Volunteer Week

Life Care celebrated the contribution of its volunteers during National Volunteer Week in May. The theme this year was 'Give Happy, Live Happy'.

Currently Life Care can proudly boast 250 volunteers contributing over 25,000 volunteer hours each year.

During National Volunteer Week, Life Care hosted a lunch at the Adelaide Pavilion on South Terrace to thank all volunteers including Audrey who has volunteered with Life Care for 25 years. Audrey says that when she's not helping out with morning tea she can be found alongside clients at Life Care that are living with vision impairment.

"I help them with crosswords and also read them funny jokes and things from magazines. I volunteer because I love the people. We really give to each other. I say to anyone that is thinking of volunteering, just go for it, you'll thoroughly enjoy it," adds Audrey.

The Advertiser featured 98yo Jeff during National Volunteer Week. Sprightly Jeff is an Independent Living client who volunteers in the dining room six days a week at Life Care Roselin Court. He is thought to be South Australia's oldest active volunteer.

Life Care CEO Allen Candy explains that the positive impact volunteers have on clients is significant and has inspired Life Care to increase both volunteer numbers and contact hours considerably over the next 2-3 years.

"Volunteers and clients support each other to 'Live Every Day'. Our volunteer community offers a vibrancy that our clients appreciate, and assists our staff to create a positive environment where loneliness and boredom are replaced with purpose and meaning. It's a win-win for both parties," explains Allen.

Allen also adds that it is vital to support members of the community that so generously give their time, "There are a number of reasons why someone may choose to volunteer. Research has shown that volunteering can enrich your life and make you happier and healthier.

"Our volunteers provide support in many areas including music, reading, walking, bus trips, beauty therapy, painting, bingo and craft. The list is endless." 



5 years
Cristina
Ebony
Kay

10 years
Alan
Barbara
Dawn
Dianne
Elizabeth
Heather
James
Janice
Maxine
Thomas

20 years
George
Maureen

25 years
Audrey



The flavour of life



Life Care is challenging the traditional ideals of an aged care kitchen by injecting experience, flavour and personality onto plates across the organisation's five locations.

Life Care Roselin Court Chef, Peter Paues, has worked in the health industry for the past nine years covering over 30 different aged care and hospital kitchens but he says it is Life Care that has given him the free reign to think outside of the box.



Peter, who has worked for nationally recognised brands including Cibo and Fasta Pasta, explains that when people think of aged care or hospital food, images of "overcooked, flavourless and mashed dishes" come to mind.

"It's really important to remember that in a residential living setting many of the people that we are providing meals for are home cooks with years of experimenting with flavours behind them. In many cases they have more experience in the kitchen than we do and we have to respect this.

"As well as balancing nutrition in everything that we offer it's also the little things that mean a lot to a person, particularly someone living with dementia, such as vegetables being the right colour not overdone and unrecognisable, the way we plate being appealing to the diner and flavour of course being paramount," says Peter.

Life Care offers a winter and summer menu that is refreshed each year in conjunction with qualified nutritionists and there's over 21 main meal options ranging from pork cutlets in plum sauce to Moroccan chicken, and of course, a decadent dessert offering with spiced rosewater apples and Nutella bread and butter pudding to name just a few.

A growing relationship between Maggie Beer and Life Care recently resulted in Peter and fellow Life Care Chef Maria Kasper being invited to work in the kitchen at The Maggie Beer Foundation 'Improving with Age' luncheon during Tasting Australia. The pair had the opportunity to work alongside Maggie Beer herself and Executive Chef of Sydney based Hammond Care, Peter Morgan-Jones, who is paving the way for increased quality and choice in aged care dining across Australia.

Since adapting the menus at Life Care to offer increased choice and flavour Peter is happy to add that he cannot remember the last complaint to come past his kitchen. 🌱

Fun with Maggie




On Wednesday 23 August, Life Care CEO Allen Candy attended the Maggie Beer Foundation Food for Thought Workshop at Sprout Cooking School.

Food For Thought was dedicated to opening a dialogue with CEO's that would aid in troubleshooting the issues that may be hampering full flavoured, highly nutritious food being enjoyed in aged care homes across Australia.

The workshop offered the chance to network with people currently in aged care management roles, and hear from a broad range of food-focused aged care providers and guest speakers including South Australian of the Year, Kate Swaffer, who is changing perceptions of living with dementia.

All CEO's and leaders in attendance also took part in Maggie's Mystery Box cooking competition.

Allen said that it was an outstanding workshop, "Unfortunately in the Mystery Box competition I was the worst chef, but it was a really interesting and informative day."

Participants enjoyed lively discussion and learnt more about the work of the Maggie Beer Foundation. 

Meet Jennifer... and Phil (and Oscar)

Life Care at Home currently supports close to 1,000 older South Australians requiring support in their own home and assistance with opportunities outside of the home such as transportation to and from appointments.

None of this would be possible without Life Care's wonderful team of Support Workers including Jennifer and Phil.

Jennifer explains that she is the face of Life Care like everyone else in the team and this is something that she takes very seriously when delivering services.

"I just love my job completely, I get a good sense of satisfaction helping people stay at home and being able to support and help them manage their home the way they want to.

I also just really like the company of older people and hearing about their life experience and wisdom," adds Jennifer.

Phil (pictured with his son Oscar) is also a Life Care at Home Support Worker and he says, "It's great to see people in their own space and helping them maintain their independence.

I might be visiting someone's home to help them clean, but we always manage to find time for a cuppa and a chat too, and it's having a bit of a laugh together that changes their day and mine," explains Phil. 🕒





Life Care Way 2017

2017 marks the sixth year Life Care has run the Life Care Way.

A whole-of-organisation half-day program, the Life Care Way is designed to contribute to staff engagement through participation.

This year's theme was "Building our stronger future" and centred on the ongoing changes in our industry and the importance of the Customer Experience, something to which every person in Life Care contributes.

Since the beginning, the Life Care Way has been facilitated by Tanya Perry and Stewart Mitchell, and they returned this year for another 27 sessions.

Each session combined fun activities, lots of interaction, some time to reflect and even some light entertainment from CEO Allen Candy (along with his inspirational message recorded by video). Stewart and Tanya encouraged everyone to "Take a walk in their shoes" to see our services in a new light from a customer, family and new staff perspective. Many were surprised at the varied insights they obtained through this process, often seeing things for the first time which they had walked past most days.

Each session included a review of the behaviours associated with our four original values (Integrity, Excellence, Respect and Teamwork) plus a challenge to determine behaviours associated with our new value "Engagement". For each value, "Above the Line" and "Below the Line" behaviours are assigned which are then used by staff to 'call out' constructive and destructive behaviours.

We reflected on what sets us apart from our competitors and it was clear that about 20% of what we do is absolutely unique to Life Care and, as such, can be celebrated and communicated to those outside the organisation.

Positive feedback from staff has been extensive with many suggesting this was the best Life Care program so far.





Team members reflected on the "Life Care Way" vine, refining and adding to the behaviours associated with our organisational values.

Pilates with



Pilates has been a popular trend for some years but did you know that it is also one of the most gentle and effective ways to overcome a multitude of physical limitations and help you continue to age well?


Life Care Active offers both Floor and Equipment Based Pilates. Floor Based Pilates is a range of exercises completed on a mat, and Equipment Pilates utilises a range of purpose built apparatuses to help stretch and strengthen the body.

65yo Sherrie started Floor Based Pilates in July and can already list a range of benefits.

"I started out doing Physio at Life Care Active and they suggested that I try Pilates to strengthen a problematic knee and my arthritis. I really appreciate the fact that Life Care Active Pilates is very controlled with no sudden movements and depending on which class I attend I'll be greeted by a different instructor which always makes it interesting. They all have their own unique style and they know us individually, so as we move through the session they are conscious of helping us modify the movements to suit our needs. When I first started Pilates at Life Care Active I'd use the elevator to get to the class, now I can use the stairs," says Sherrie.

At 61 Anna decided to give both Floor and Equipment Based Pilates a try to avoid her "muscles going to waste" as she gets older. "I didn't want to become stiff and I wanted to retain my flexibility. Because of the Equipment Pilates I have found that my arms in particular are a lot stronger. I notice it with everyday things like when I'm out in the garden and need to rip out stubborn weeds," she adds.

Aranka is in her 50s and is a long time visitor to Life Care Active Pilates.

"I was encouraged by a friend that was going to Life Care Active to combat some health problems. I have minimal health issues so I thought if she is getting so much out of it I surely will as well. Since starting I have found that my regular visits to see a chiropractor have all but been eliminated. It's really helped with my core strength and I always feel comfortable. There's such a wonderful atmosphere at Life Care Active, the people are lovely and my regular instructor Jordan is just fantastic," shares Aranka. 





Adelaide Crows Happy Hour

Life Care continues to enjoy regular Crows visits as part of an ongoing partnership with the Adelaide Football Club. In 2017 Life Care has affectionately labelled these visits 'Happy Hours'.

Current players and past players are warmly welcomed by clients, staff and volunteers who often travel to meet together for the visits.

The most popular player appearances occur during the school holidays when clients, grandchildren and extended family come together to hear from players including current stars Rory Sloane and Paul Seedsman and past players who are always happy to reflect on their glory days.

In May this year Tyson Edwards, Peter Caven and Kym Coster were the first group to attend the newly named Happy Hour visit bringing the '97 premiership cup along with them.

As well as visiting all Life Care residential locations, past player appearances have also delighted those at Norman House when Darren Jarman and Clay Sampson popped in to say hello.

Plenty of fun and food is shared and anyone that is up to the challenge is encouraged to get involved in passing around the football with the players and Crows staff.

Life Care Aldinga client Peg said of her visit, "This afternoon the Crows and two past players came to see us and I was lucky enough to have a photo taken with four generations of my family and the '97 premiership cup which Adelaide won, what a wonderful day."

Each Happy Hour and family day with the Crows is part of Life Care's commitment to doing things differently and ensuring the people we support remain socially active and connected to their community. 🌐



A face-lift for Parkrose Village

Parkrose Village has benefitted from a significant refurbishment program over the last few months. Beginning in April, a five-stage renovation schedule has updated almost the entire campus.

Since arriving in July, Project Manager Peter Bermoser has overseen builders Pes Build as they work towards completing the project in late November.

Many Independent Living Units were completely gutted as part of the update, receiving new floors, walls, ceilings, lighting, landscaping, verandas, window treatments and air conditioning.

The renovations have extended to many of the existing ensuites with six new ensuites being built to extend resident rooms. Traditional handrails have also been removed to make the environment more home-like. The call bell system has also been updated. 📞





Get hippy with it

At Life Care, we celebrate and promote the value and importance of community.

Hayfield Plains Village is one example of the just how fun community can be.

Their Village Committee regularly organises many and varied social functions at the village. One of the highlights earlier in the year was their annual theme luncheon. While past years have seen themes including Hawaiian, Christmas in July, Mrs. Bucket, and Bad Taste, this year they pulled out all the stops with the most colourful theme yet: A Hippy Luncheon.

Residents raided the back of their closets and the odd Opp Shop to pull off what was a memorable event. Bev and Murray Mickel played a lead role in organising the event and led the way with their funky outfits. 🌈



Life Care Active
Life Care at Home
Respite
Independent Living
Residential Living



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