
Heritage News

JANUARY 2024



Welcome to 2024

It is with great pleasure that I welcome you and your loved ones to our community in 2024!

2023 was a significant year for our organisation. Here is a bit of a breakdown of what 2023 looked like for our teams.

In-home care – Shine Community Care

Following the acquisition of Shine Community Care in 2022, we focused on integrating Shine and Curtin Heritage Living operations. This involved the development of a new leadership structure for Shine as our in-home service team grew. Along with the very big task of implementing a new and innovative operating system, the team pulled together to welcome nearly 130 new clients over just four weeks, taking over services previously provided by the City of Nedlands for their older community members. Well done to the Shine team!

Residential care and Independent Living

Our residential care teams at Marine Views and RiverSea underwent accreditation by the Aged Care Quality and Safety Commission. Our 100% compliance ratings were a testament to the team's commitment to residents and quality service.

In December, we welcomed residents to the second stage of Waterfront Cottesloe, our independent living community, some 4-months ahead of schedule.

Workforce

We tackled a national workforce shortage head-on. Curtin Heritage Living was the first aged care provider to enter into a formal Labor Agreement with the Department of Home Affairs. As a result, we have been able to acknowledge the work and commitment of existing team members by offering opportunities to a pathway for permanent residency. Our committed team, full-staffing complement and generous staffing ratios are the envy of the aged care industry.

Governance

The organisation adapted to the significant raft of legislative and funding changes that followed the royal commission into aged care. Existing governance systems and processes aligned well with aged care reform relating to consumer committees and boards. The board and management have also worked on new governance processes, a revised risk framework and an updated strategic plan.

The work does not stop here.

In March 2024, the last stage of our Cottesloe redevelopment will be completed. This stage includes 29 more independent living apartments, and three commercial tenancies. The restoration of the heritage buildings and the completion of the expansive gardens will also be completed at this time.

The completed Cottesloe redevelopment will enable the expansion of community services to our existing clients and the wider community in 2024. These new services will include benevolent programs aimed at fostering socialisation and combating loneliness.

Thank you!

All of the work undertaken in 2023 could not have occurred without the significant effort of many. We would like to recognise the extraordinary effort shown by the Curtin Heritage Living and Shine teams. Finally, we would like to thank our clients, their loved ones and members of our wider community who have supported us over the past year. We are grateful that you share our vision and mission.

2024 Curtin Heritage Living Calendar

December was an exciting time for us as we created our very first calendar.

To make it happen, we sourced props, locations and, of course, enthusiastic residents. Our talented in-house photographer, Greg, along with Lifestyle team member Michelle and Resident Liaison Coleen pooled their creative energies and worked together to make the calendar come to life.

The theme of Positive Ageing was chosen for the calendar, and we are happy with the outcome as it reflects the happy and vibrant lives of our residents. We had a lot of fun creating it and it was a great opportunity for our residents to be involved in something special and have some fantastic fun.

We are so proud of the results!

Calendars are available for purchase for \$20 each. All proceeds from the sale will be put towards more activities like this one. We can't wait to see what our residents come up with next time!

If you would like to purchase one of the calendars, please see the reception team or email coleenw@curtinheritage.com.au – numbers are limited! In the meantime, enjoy some of the outtakes and bloopers 😊



Electrical Safety Reminder

Every year houses and commercial premises are burned, and unsuspecting people are electrocuted as a result of all-too-common electrical faults. An electrical safety inspection identifies old, degraded or incorrectly installed wiring and electrical equipment. It highlights aspects that can be extremely dangerous, resulting in fire or injury. In residential care homes, we are required to test electrical equipment on a regular basis. This includes electrical items bought in by residents. The tests are conducted by a qualified technician on every electrical item. We pass these costs on to you when testing is complete. Double adapters are not permitted in our homes. Only extension leads and power boards supplied to operate facility equipment is permitted.

Our in-home service team carries a Residual Current Device (RCD) that will automatically switch off the electricity to equipment if it is faulty.

If you have any queries or concerns, please speak with the team at reception.

Medication Administration and Pharmacy

Over the last few months, we have listened to your feedback, conducted a full review of our services relating to medication prescription, dispensing, packing, and administration. This included a review and analysis of all medication incidents, specifically aimed at ensuring that we provide the most safe, effective, and efficient service to you.

We have considered multiple options across multiple platforms and have elected to implement the following changes:

- Implementation of the new Electronic National Residential Medication Chart (eNRMC). This will allow for more accurate and timely prescriptions; these will now be sent digitally to our nominated pharmacy provider.
- Changing the way we administer medications. We have used Webster packs for several years, however there is strong evidence to support that sachet packed medication can reduce the likelihood of errors in administration and packing. Each resident is dispensed a roll of sachet packed medication, and each sachet is photographed at the time of packing to ensure accuracy before it is delivered to the home. The rolls are designed so that the next sachet on the roll correlates with the next medication due, reducing the risk of missed medication.
- Introduction of 'Medibibs'. These are vests that the team member wear during medication rounds, they state "Do Not Disturb", and are designed to reduce the risk of interruption during medication rounds, therefore, reducing the likelihood of errors.
- Due to the decision to change our administration method from Webster packs to sachets, we have opted to switch pharmacy provider. This is a decision we have not taken lightly and is based on both our direction in service delivery and feedback from you. We would like to thank the team at Mosman Park Drive In Chemist for all their, help, support and service over the last few years. And we look forward to working with the team at Fremantle Pharmacy.



Example of the medibibs.

These changes will be coming into effect over the next month. The change in pharmacy provider will coincide with the introduction of the eNRMC and sachet dispensed medications.

Riversea Mosman Park will go live on approximately the 7th February and Marine Views Cottesloe will follow on the 28th February.



Example of a medication sachet.

Further information will be communicated in the coming weeks.

What a way to end the year!

December was such an exciting time of year for us! We started off the month with Christmas parties across Marine Views Cottlesloe, RiverSea Mosman Park and Shine Community Care. Our residents had a wonderful time celebrating with their friends and families and even had a special visit from Santa and one of his elves! We had all sorts of festive activities which included plenty of champagne, carol singing, wreath making, and church services.

Our residents had a fantastic time touring around Perth to look at all the beautiful Christmas lights. Everyone was really feeling the festive spirit and it was an amazing experience for all. We hope everyone had as much fun as we did, and we look forward to celebrating in the same way next year.

Marine Views Cottlesloe



RiverSea Mosman Park



If you would like any of our photos captured at any of our events, please see our team on reception, we'd be happy to print them out for you.

Shine Community Care

It was a Hawaiian theme Christmas party at Shine Community Care featuring mocktails, beach volleyball, hula dancing and of course a singalong to send everyone home for the festive break.



360 Street Doctor Shoebox Appeal

A shoutout to all those lovely humans who donated to the 360 Street Doctor Christmas Shoebox Appeal in 2023!

Curtin Heritage Living is proud to support such a worthy cause and your donations are a valuable contribution to those that are vulnerable in the community. 360 Street Doctor is a mobile GP clinic aiming to improve the health & wellbeing of homeless, transient & disadvantaged people in identified suburbs around Perth, WA.

First established in 2001, 360 Street Doctor provides free health care to over 3,000 people in Perth each year. 360 Street Doctor have shared their appreciation and thank us for our continued support.



Pele turns 40!

In the midst of all the Christmas festivities, our General Manager of Community and Lifestyle, Pele Reeve celebrated a significant milestone by jumping out of a plane! Sky diving has been on Pele's bucket list for some time, what better way to celebrate a 40th birthday. Pele was kind enough to share with us some of the breathtaking photos that captured her adventurous spirit and some amazing views.



Events and Important Dates

We're kicking off 2024 with a variety of different activities and events across Marine Views Cottesloe, RiverSea and Shine Community Care.

Marine Views Cottesloe

- 17th January @ 10.30am - Jo Fergusson Concert Level 1. Families welcome. Please RSVP to reception by Friday 12th January
- 17th January @ 2.00pm - Phil & Bob Concert Lobby Lounge. A limited number of guests can be accommodated due to space. Please RSVP to reception by Friday 12th January
- 17th January @ 9.15am - Special Outing - Australian Geographic: Our Country 360 Cinematic Experience. \$25 per person. Numbers limited. Please RSVP by Friday 12th December
- 19th January @ 2.00pm - Australia Day Happy Hour in the Lobby Lounge & Level 1. Please RSVP by Friday 12th January.
- 25th January @ midday - Australia Day BBQ Lunch @ Dining Rooms. \$25 per person. Please RSVP to Marine Views Reception by Friday 19th January.
- 31st January @ 9.15am - Special Outing -Marionettes & Memories. \$25 per person. Numbers limited. Please RSVP by Friday 26th December.

RiverSea Mosman Park

- 12th January @10.30am - Piano concert with Peter
- 15th January @ 1.30pm - Leanne Laurenson Concert
- 18th January @ 10.30am - Music with Jonathan - Music therapist
- 25th January @ noon - Australia Day BBQ in the courtyard

Shine Community Care

- 16th January - Monthly luncheon
- 25th January - Australia Day pool party

If you or your loved one would like to attend any of these events, please book via reception on marineviews@curtinheritage.com.au.

Visiting with your Furry friends

We love when furry friends come to visit us and we know how important your pets are to you! Our residents really appreciate the interaction, so please make sure to keep your pup on a leash when entering and walking around the facility. While most of our residents enjoy meeting our four-legged friends, some may not, so it's important to respect their wishes and ensure everyone has a pleasant experience.

Thank you for understanding and helping us create a pleasant environment for all of our residents as we aim to ensure everyone feels comfortable and safe.



Team recognition



RiverSea Mosman Park - Jimi Pang, Therapy

Jimi joined our Therapy team recently at RiverSea, but he is already a hit with our residents. Jimi enjoys driving our bus and taking residents for day trips, he recently took a group out to see Christmas lights around Perth.

Jimi has a positive attitude and is very calm and patient. I am very thankful to have Jimi as part of our team.

Marine Views Cottesloe - Vic Marie Roberts, Carer

Is a great addition to our team. She has received a lot of compliments and positive feedback from our internal team plus the residents on Level 4. Her notes in clinical Manager are thorough and extremely helpful when handing over between shifts.

Team service

Thank you to our staff who have served our community. We appreciate your commitment to our residents and your team over the past five years.

Yuden Dema - Carer - Marine Views - 5 years

Krishnamanee (Selvana) Ragaven - Enrolled Nurse - Marine Views - 15 years



Congratulations on 10 years – Kyron Timms

In December, our lovely Hospitality Assistant Kyron Timms celebrated 10 years with CHL. Kyron enjoyed cake with the team and received a special message from Jesse Wagstaff, Captain of the Perth Wildcats.

We're proud of our team members and we love to celebrate their achievements.

Congratulations Kyron!