

Discover

This month, free vaccinations were available at Braemar Cooinda for staff, volunteers and family of residents.

Our commitment to this program predates the recently announced Government plan to mandate all aged care providers to provide free flu vaccines to their staff. It was a decision we took as we felt it was an effective way to help reduce the risk of influenza entering the aged care environment.

The idea to expand the service to families and volunteers was developed by the Braemar team under the direction of Renee Reid, General Manager of Workforce. When chatting to Renee, she expressed the team's desire to 'meet and exceed best practice levels to reduce the risk of our health and care professionals contracting flu or passing it onto our residents,' which to me demonstrates a commitment to resident health and wellbeing across the organisation.

Wayne Belcher | CEO.



What's on at Braemar Cooinda

Day:	Date:	Time:	Location:	Activity:
Tuesday	1 st	9.30-12.00	External Trip	Bus Trip – Join us for morning tea at Deep Water Point followed by a walk along the river.
Friday	4 th	2.00	Level 1 Activity Lounge	May Birthday Celebration with Cedric – come together to celebrate the birthdays of fellow residents
Tuesday	8 th	2.00	Level 2 Multipurpose Room	Maritime Talk – Guest speaker Chris Frame will visit to share his maritime knowledge on the P&O Cruises.
Monday	14 th	3.00	Level 2 Activity Lounge	Mother's Day High Tea – Join us for a special afternoon tea to celebrate and recognise the wonderful Mothers here at Cooinda.
Friday	18 TH	2.00	Level 1 Activity Lounge	Entertainment with Cedric – Join us for an afternoon of music performed by Cedric.
Friday	25 th	2.00	Level 1 Activity Lounge	Happy Hour – Join us for an hour to enjoy a drink and music performed by Don Gibson
Thursday	31 st	2.00	Level 2 Multipurpose Room	Residents and Relatives Meeting

Residents to set sail

Residents at Braemar will set sail during a series of maritime history talks as part of the aged care provider's resident enrichment program.

Maritime author Chris Frame, who has co-written over a dozen books about ocean liners, will share the story of the iconic White Star Line (owners of the Titanic) as well as the historic P&O Company during talks over the next two months.

Mr Frame said he was excited to participate in the Braemar enrichment program and share the story of the ocean liner with the residents and their families. "A voyage to Australia by ocean liner is something experienced by many people over the decades. P&O, for example, was a major shipping company on the Australian service. It was notable for establishing some of the first reliable steamship voyages to Australia. Many people, including the residents at Braemar, can trace their family history back to one of these P&O ocean voyages," Mr Frame says.

Chief Executive of Braemar Presbyterian Care, Wayne Belcher, said Braemar was committed to provide residents' with an engaging enrichment program throughout the year.

"At Braemar, we believe in a care and friendship approach which takes residents requests into consideration. We actively ask and listen to resident requests on what activities we can add to their lifestyle and enrichment program" he says. "When our residents told us they were interested in learning more, we were happy to provide a meaningful program of talks for them to enjoy."



Customer Feedback Forms

We are committed to continually improving our services. Your feedback is one of several ways we collect information to enable us to identify areas that require our attention and prioritise our actions.

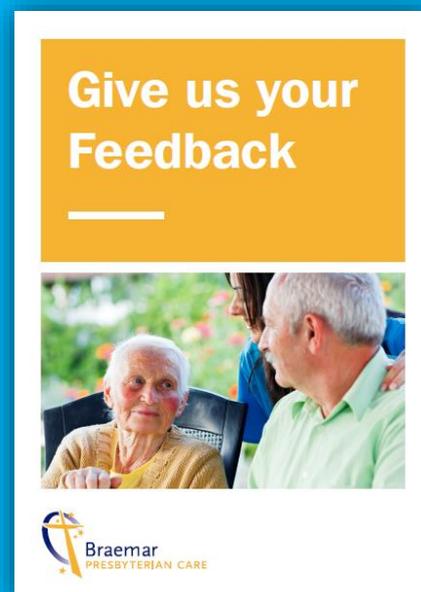
Remember you and your family can provide us with feedback at any time by completing one of the customer feedback forms found at your facility.

Once you have completed this form please place it in the locked suggestion box within the facility.

If you require assistance a staff member will be happy to assist you.

Record Request:

If you have any old musical records that you don't need please donate them to Braemar Cooina by dropping them in at



Latest News from Coinda

On Monday the 23rd of April Coinda residents had the opportunity to remember and show their respects for ANZAC Day in a service facilitated by Braemar chaplain Paul Bloomfield.

Residents and staff members read poems as a part of the service and resident Dr Andrew Wilson played the piano to accompany hymns during the service.

Residents of Coinda who have served in the war were included and recognised within the service.

Coinda was transformed into a magical wonderland on Monday the 16th of April for an Alice in Wonderland themed afternoon tea.

Organised in conjunction with Catercare and the therapy team the lounge room was decorated and fine food was created. Donuts, pastries, cakes, biscuits, sandwiches and savouries were enjoyed by the residents.

Staff were dressed up as the queen of hearts and residents wore weird and wonderful hats to get in the Mad Hatters Tea Party spirit. It was a great afternoon which was enjoyed by all.



Above: Residents and staff enjoy the Alice in Wonderland afternoon tea.

Mother's Day Reminder

May is the month when we celebrate Mother's Day to recognise the love and support of mothers and mother figures.

On Monday May the 14th a special afternoon tea will be held at Coinda for residents and their families to enjoy and spend time together.

Afternoon tea made by the Catercare Chefs, and live music performed on the Piano by Roy will be on offer for residents and their families to enjoy.



Relative Feedback Survey Update:

As part of our continuous improvement program, in May 2017 we conducted a Relative Feedback Survey. This was done in conjunction with our external provider for auditing & benchmarking.

There were many areas where we were informed we were doing well or that your relatives felt that their loved ones were happy and supported within their facilities. Thank you.

There were also some areas where improvements were recommended. These are shown below. They are itemised with some of the things we have done (or are doing) to address these:

Catering processes:

- Ongoing communication with CaterCare, including involvement at Resident and Relative meetings.
- New menu forums will gain resident feedback and aid in involvement of new menu planning.
- Celebration of National and International events.
- Increased use of outdoor areas for meals.
- Ensure each feedback from with comments relating to food or food services are forwarded to the CaterCare management team.

Information for relatives & resident representatives:

- New brochure stands have been purchased and include range of information and brochures.
- Purchase of information roadshow boards which will be used for large-scale display of relevant clinical topics.
- Use of resident newsletter as a way to communicate clinical and organisational information.
- Revision and updating of the Braemar Website located at www.braemarcare.com.au

Living Environments:

- Projects have included: interior and external reviews. Redevelopment of furniture, equipment and gardens at all Braemar facilities.

Activities:

- A 'Memories through Music' program is underway.
- A Montessori approach has been developed and is underway and ongoing.
- A review of bus trips was undertaken to look at participation in this whilst ensuring activities are maintained for remaining residents.
- Activities staff review and revision of programs following feedback and ongoing audits.
- Review of Volunteers across the organisation, including recruitment strategies.

2018 Survey Out Now!

The 2018 Braemar Relative Feedback Survey is **out now**.

To have your say, please visit the link below by the end of May:

<https://bit.ly/2JKjNyM>