

Rockpool Reflections



CEO's welcome

Welcome to the June edition of Rockpool Reflections.

Firstly, welcome to our new residents who have chosen to call Rockpool home over the past two months. We are here to support you through this transition and hope you are enjoying your move.

Welcome also to our new team members and thank you for embracing our values and standards and how and why we deliver care at Rockpool.

The past two months was headlined by a visit from Prime Minister Anthony Albanese and Aged Care Minister Anika Wells to Rockpool Carseldine, which is scheduled to open in early August.

The Prime Minister, accompanied by more than 30 media including journalists, cameramen and photographers got a close up look at Australia's first 5 Star Green Star aged care home.

Innovation is at the heart of what we do and I'm extremely proud Rockpool is leading by example and redefining what is achievable in aged care. Importantly, Australia's new Prime Minister and Aged Care Minister are taking notice.

Both were blown away by the extraordinary range of facilities, Rockpool's approach to aged care and the standards we set. As the Prime Minister said.

"This is a world-class facility..."

"Rockpool is an example of what the future should look like, but it's here today."

I would also like to acknowledge everyone who made Rockpool's National Sorry Day commemoration so special. The ceremony was particularly poignant for resident Amy Atkins, who is a member of the Stolen Generation.

It was amazing to witness some of Rockpool's amazing residents transported to an alternate reality via a VR headset recently. You'll have to read on to learn who swam with the dolphins, who watched lawn bowls and who was able to experience the exhilaration of jumping out of a plane!

Finally, I would like to congratulate resident Graham Ward for winning third prize for this famous fruit cake at the Caboolture Show.

Graham has a long history of participating in the Caboolture Show and I'm thrilled the tradition is continuing at Rockpool.

Thanks, Mel

Melissa Argent

Rockpool Residential Aged Care CEO

Business update



Rockpool Morayfield change teenagers' perspectives

Blog, Stories from the field | By Australian Institute for Intergenerational Practice

Rockpool Residential Aged Care is a Queensland owned and operated fully accredited aged care provider offering residential, respite, memory support and palliative care services. Rockpool's Board, CEO and Leadership Team have a passion and drive to reimagine and redefine aged care by creating vibrant, safe, secure, and inclusive environments where residents are enabled and supported to live their best life. Since opening Rockpool Morayfield in 2019 the team have explored ways to increase understanding of the life journey of each of our residents so their life stories can be appreciated and valued.

At the end of last year, Year 11 students from a local secondary school, who were about to commence work experience, were invited to attend our last orientation day for 2021. During one of the sessions on the program, three residents were encouraged to share a little about their life journey. It was hoped that by sharing their stories, students would view residents as individuals who had lived varied and fulfilling lives before coming into residential care.

Aged care: 'a better future'

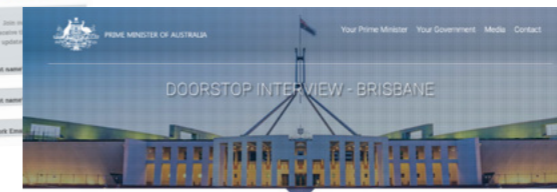


In a press conference held on the site of a state-of-the-art aged care facility in Queensland, Prime Minister Anthony Albanese reiterated his government's pre-election commitment to the sector.

Speaking at the Rockpool Residential Aged Care site in Carlsbad, Brisbane, Mr Albanese said: "During the campaign, Labor committed, in my last Budget talks to a five-year action plan for aged care."

The pledges include:

- Human care 2027
- Minimum of 2.5 minutes of care per resident
- Better food and medicine



TRANSCRIPT
14 Jun 2022
Prime Minister, Minister for Aged Care, Minister for Sports
ENOK



Prime Minister's visit

Rockpool is proud to be redefining what is achievable in aged care.

In mid-June, CEO Melissa Argent and Co-founder & CFO Michael Watson welcomed Prime Minister Anthony Albanese and Aged Care Minister Anika Wells to Rockpool Carseldine.

Opening in August, Rockpool Carseldine is Australia's first 5 Star Green Star residential aged care community.

In the news

Thank you also to The Courier Mail for a terrific write-up about some of the Queensland-first technology that will be introduced at Rockpool Carseldine.

<https://www.couriermail.com.au/questnews/north/43-million-ecofriendly-rockpool-residential-aged-care-home-to-debut-new-technology/news-story/c1b1816b6e709ed196af5d5d96cdf265>



Rockpool Carseldine

Speaking of Rockpool Carseldine, the 5 Star, Green Star designed aged care home is scheduled to open in early August.

Located in Carseldine Village overlooking the new sport and recreation precinct and beautiful natural bushland of Cabbage Tree Creek, Rockpool Carseldine will be home to multiple intimate 15 and 30 resident communities.

Residents will enjoy the many services including their wellness and vitality centre, cinema, hair and beauty salon, The Rocks Café (licenced and open to the public), and true inter-generational engagement with our neighbours, C&K Childcare.

If you'd like to learn more, please contact Residents Relations Manager, Jimina Silvestri jimina.silvestri@rockpoolrac.com.

In late May, the Rockpool team and members of the Board came together for a strategy session to reflect, review and plan for the next 12 months and beyond

The day was an opportunity to revisit our mission, vision and values and discuss opportunities and tactics to further improve the exceptional care and compassion residents receive. We have re set and committed to our values of Accountability, Compassion, Trust, Innovation and Integrity (ACT II). Further updates to our Strategic Plan and Code of Conduct are been finalised and will be circulated once complete.

Thank you to everyone who attended for your passion and inspiration.

Rockpool was delighted to be featured by the Australian Institute for Intergenerational Practice recently, with our very own Desma-Ann van Rosendal (Executive Manager Quality, Compliance & innovation) crafting 'Stories from the Field'.

Desma's article detailed how Y11 students got the opportunity to see residents as individuals who each have a unique story to tell.

Congratulations Desma on a great article.

Do you stack a +2 on a +2 when playing Uno?
Rockpool Board member, Cathy Meyer's grandchildren, Kruz and Fin recently enjoyed a game (or two) of intergenerational Uno with the residents.

Rockpool's residents recently enjoyed a bus trip to some of the areas local op-shops. Similar to Secret Santa, residents had \$5 to purchase an op-shop gift for another resident on the bus.

Mother's Day was a celebration at Rockpool, with a delicious High Tea followed by an afternoon of fun and games.

As a way of saying thank you and to celebrate International Nurses Day, Rockpool's amazing nurses and team members were treated to coffee and delicious donuts.

Later tonight the evening teams will be surprised with pizza!

Rockpool's amazing residents helped Lifestyle Assistant, Keanna Cormac celebrate her impending birth with a wonderful baby shower morning tea in May.

There was lots of fun, laughter and reminiscing as the residents played baby shower themed charades.

Bowling is fun in your spare time. It's also right up our alley.

Rockpool's residents had a wonderful time at tenpin bowling last month. Check out the shoes too!

Rockpool resident Ian Hopkins, let his creativity shine through when he made this sensational bird house in craft class.

The residents at Rockpool paused late last month to commemorate National Sorry Day.

To acknowledge the significance of the day, residents made a National Sorry Day sign complete with homemade finger print flowers tags.

Rockpool would also like to acknowledge and recognise members of the Stolen Generation and the mistreatment of Aboriginal and Torres Strait Islander people who were forcibly removed from their families and communities, including resident Amy Atkins.

Amy was grateful Rockpool paused on this very important day to say sorry.

We'd also like to thanks Uncle Gordon for attending today's ceremony.

The residents at Rockpool celebrated all the May birthdays with an amazing cake and balloons.

There are two May zodiac signs, Taurus and Gemini.

Taurus natives have a strong desire for social and corporate stability. They have a strong desire for extravagance, contentment, and great things.

Geminis are flexible, extroverted, and clever, and there's never a boring moment while they're around. That's why we love having them at Rockpool so much!





Resident profile

NAME Marjorie Allan

LOCATION Maleny

HOW LONG HAVE YOU LIVED AT ROCKPOOL?
11 months

MY FAVOURITE MEMORY IS:
Family holidays

IF I COULD DO ANYTHING IN THE WORLD IT WOULD BE:
To ensure my family are happy and healthy

MY FAVOURITE FOOD IS:
Vegetables / prawns and fish

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Can't remember to long ago

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Melbourne

WHAT'S THE LAST BOOK YOU READ?
Gone with the wind. I've read it about 60 times!

WHAT ARE YOU PASSIONATE ABOUT?
I am passionate about spending time with my family sharing happiness together.

HOW WOULD YOU DESCRIBE ROCKPOOL IN THREE WORDS? Safe / Happy / Friends

WHAT'S YOUR FAVORITE MOVIE?
Gone with the wind

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Fell over and hurt my knee after a few wines when ice skating many years ago.

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?
No one, I have a great life!

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
I used to be one of the running champions when I was in school.

Some of Rockpool's residents were transported to an alternate reality via a VR headset recently.

Patricia Burge was able to experience swimming with the dolphins.

Ron Pitts got to watch the Lawn bowls, while John Trewin was able to experience the exhilaration of jumping out of a plane.

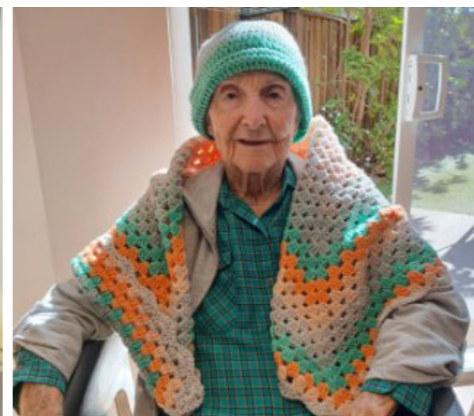
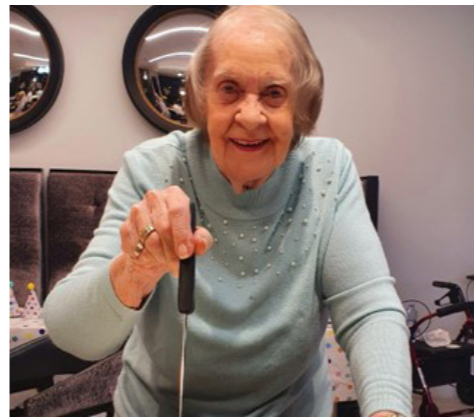
Rockpool's VR headset was gifted following a trial with the Queensland University of Technology.

Congratulations to Rockpool resident Graham Ward who recently won third prize for this famous fruit cake at the Caboolture Show.

Graham has a long history of participating in the Caboolture Show and we're thrilled the tradition is continuing at Rockpool.

Three ticks of approval for Rockpool's recent PJ Party.

A heart-felt thank you from our Memory Support residents who are the beneficiaries of some amazing hand-knitted items, which have been lovingly made and donated by members of the local community.



New hairdresser

Our wonderful hairdresser Sonny, is finishing up at Rockpool Morayfield. Thank you, Sonny, for the past two years – you will be missed.

Two new hairdressers, Tania and Tracey will be joining the Rockpool salon on Monday, 4 July. These two wonderful women are joining us from Cutloose, a professional salon in the local area. Tania and Tracey cannot wait to meet the residents and team at Rockpool Morayfield.

Services will be offered twice a week on Tuesdays and Thursdays. Bookings can be made at reception.

Solar Christmas light donations

The lifestyle team is looking for donations of solar powered Christmas lights to prepare for the holidays! It's never too early to prepare for Christmas! If you have some solar powered Christmas lights you'd like to donate, please contact Rowena Shields, Lifestyle Coordinator lifestyle.m@rockpoolrac.com

The colour wheel

Have you noticed Rockpool's amazing team wearing new uniforms?

The colours reflect their role:

Navy = Registered Nurse

Maroon = Enrolled Nurse

Light Blue = Personal Carer

Red = Cleaning & Laundry

Green = Dining Service Champion

Welcome to Rockpool

We're delighted the following team members have joined Rockpool in the past two months:

- Eva Schippel - Personal Carer
- Melanie Paulsen - Personal Carer
- Leanne Jane Bantilan - Personal Carer
- April Southward - Personal Carer
- Shriya Baniya - Registered Nurse
- Sarah McKay - Registered Nurse
- Diptina Pokharel - Registered Nurse
- Jody Graves - Cleaner
- Sherilee McDougall - Admin Officer
- Lacey Boudar - Personal Carer
- Gurjit Randhawa - Registered Nurse
- Ella Ene - Personal Carer
- Teena Wendt - Enrolled Nurse
- Harpreet Kaur - Registered Nurse
- Zali Sunderland - Personal Carer
- Kerri McLeod - Facility Manager
- Chloe Green - Dining Service Champion
- Chhokpa lama Sherpa - Registered Nurse
- Anna Macrae - Dining Service Champion



Hospitality update

We are still having supply issues with stock availability and catering, however, we continue to adapt our menu so residents are not significantly impacted.

Dining Service Supervisor

Rockpool is on the lookout for a Dining Service Supervisor.

This new position, which is unique to Rockpool, will ensure the dining room and meal service experience is exceptional for our residents and their nutrition and hydration requirements are fulfilled.

The Dining Service Supervisor will report directly to the Hospitality and Services Manager and will oversee all resident dining room and room service operations to ensure a cohesive workflow between catering and care staff.

New Winter / Spring menu coming soon

Rockpool's new Winter / Spring menu launches in July and features a number of resident favourites including Braised Steak with Creamy Mushroom Sauce and Fish and Chip Fridays.

The collaborative menu, created in partnership with residents, also includes Baked Salmon with Beurre Blanc and Pan Seared Rib Fillet. A 3-day Big Brekky option will also be available on Wednesdays, Fridays and Sundays.



NAME Sherilee McDougall

POSITION Admin Officer

HOW LONG HAVE YOU WORKED AT ROCKPOOL?
About three weeks

MY FAVOURITE MEMORY IS:
Family holiday to Disneyland in 2009

IF I COULD DO ANYTHING IN THE WORLD IT WOULD BE:
Fix homelessness

MY FAVOURITE FOOD IS:
Anything Italian

WHAT WAS THE BEST CONCERT YOU EVER ATTENDED?
Fat Boy Slim

WHERE'S YOUR FAVOURITE PLACE IN THE WORLD?
Paris

WHAT'S THE LAST BOOK YOU READ?
Wild Swans - Jung Chang

WHAT ARE YOU PASSIONATE ABOUT?
Politics, art and music

HOW WOULD YOU DESCRIBE ROCKPOOL IN THREE WORDS?
Compassionate, innovative, unique

WHAT'S YOUR FAVORITE MOVIE?
Pride and Prejudice

WHAT'S THE CRAZIEST THING YOU'VE EVER DONE?
Dressed up as a Harry Potter character to attend a bookstore for the last book release.

WHO WOULD YOU MOST LIKE TO SWAP PLACES WITH FOR A DAY?
Joe Biden- so I could read all the sealed files.

WHAT'S YOUR SECRET TALENT THAT NO ONE KNOWS ABOUT?
I can play the clarinet, saxophone and flute.

Social calendar

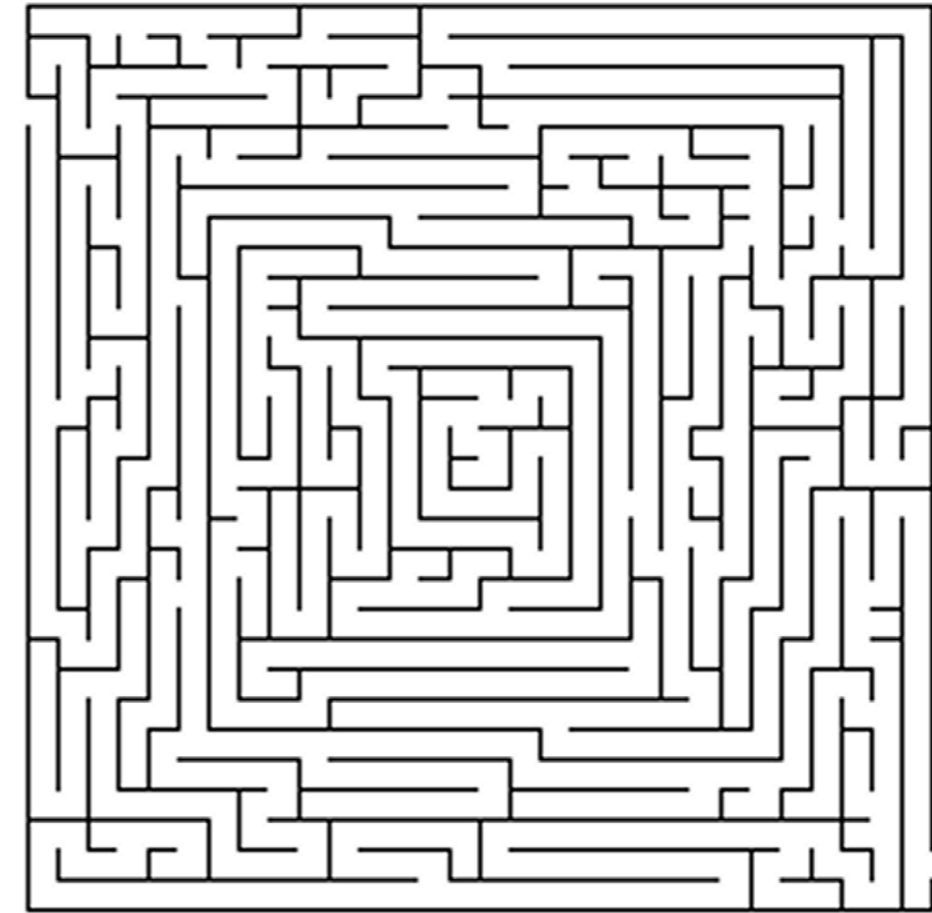
SUNDAY	MONDAY	TUESDAY	WEDNESDAY
31			
3 Relaxing Sunday Friends and family visits	4 9.30 Group Physio exercises 10.30 BINGO 1.30 Archery 2.30 1:1 Social visits	5 9.00 Walk 10.30 Naidoc Week Event 1.30 Roaming virtual reality headsets 2.30 1:1 Social visits	6 9.00 Painting 9.30 Music therapy 10.45 Tai Chi (Gym) 12.30 Maxi taxi to Caboolture sports club 1.30 Shopping Trolley 2.30 1:1 Social visits
10 Relaxing Sunday Friends and family visits	11 9.30 Group Physio exercises 10.30 BINGO 1.30 Colour Therapy 2.30 1:1 Social visits	12 9.00 Walk 10.30 Jewellery making 1.30 Indoor volleyball 2.30 1:1 Social visits	13 9.00 Painting 9.00 Scenic bus trip to Glasshouse Mountains 9.30 Music therapy in the retreat 10.45 Tai Chi (Gym) 1.30 Shopping Trolley
17 Relaxing Sunday Friends and family visits	18 9.30 Group Physio exercises 10.30 BINGO 1.30 Knit and natter group 2.30 1:1 Social visits	19 9.00 Walk 10.30 Cooking 2.00 Cup of knowledge with Des and Lyndie 2.30 1:1 Social visits	20 9.00 Painting 9.30 Music therapy in the Retreat 10.45 Tai Chi (Gym) 1.30 Shopping Trolley 2.30 1:1 Social visits
24 Relaxing Sunday Friends and family visits	25 9.30 Group Physio exercises 10.00 July Birthday party in the cafe foyer 1.30 Ball drumming 2.30 1:1 Social visits	26 9.00 Walk 10.30 BINGO in Tamborine 1.30 Dancercise in Glasshouse 2.30 1:1 Social visits	27 9.00 Painting 9.30 Music therapy in the Retreat 10.45 Tai Chi (Gym) 1.30 Shopping Trolley 2.30 1:1 Social visits

THURSDAY	FRIDAY	SATURDAY
	1 9.00 Walk 10.30 Sing along in the Theatre 1.30 Movie and treats 2.30 1:1 Social visits	2 1:1 Relaxation activities Friends and family visits
7 9.30 Group Physio exercises 10.30 BINGO 1.30 Pool noodle tennis in the cafe garden area 2.30 1:1 Social visits	8 9.00 Walk 10.30 Cooking 1.30 Movie and ice cream 2.30 1:1 Social visits	9 1:1 Relaxation activities Friends and family visits
14 9.30 Group Physio exercises 10.30 BINGO 1.30 Ladies champagne and pampering arvo 2.30 1:1 social visits	15 9.00 Walk 10.30 Resident /Rep Meeting 1.30 Movie and ice cream 2.30 1:1 Social visits	16 9.30 Art Gallery Expo Friends and family visits
21 9.30 Group Physio exercises 10.30 BINGO 1.30 Karaoke Happy hour 2.30 1:1 Social visits	22 9.00 Walk 10.00 Anglican Church service in the community room 1.30 Movie and ice cream 2.00 Beers and Darts	23 1:1 Relaxation activities Friends and family visits
28 9.30 Group Physio exercises 10.30 BINGO 12.30 Maxi taxi to Burpengary shops 2.30 1:1 Social visits	29 9.00 Walk 10.30 Craft with Gina 1.30 Movie and ice cream 2.30 1:1 social visits	30 ACTIVITIES SUBJECT TO CHANGE DEPENDING ON THE NEEDS OF THE RESIDENTS



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| create | dependable | determined | dreams | driven | empower |
| enjoy | excellence | fearless | focus | goals | gratitude |
| happiness | happy | hard-work | honest | hope | imagination |
| inspire | integrity | kindness | knowledge | life | love |
| memories | motivated | nice | opportunity | optimistic | outstanding |
| passion | perseverance | persist | positivity | possibilities | pride |
| smart | spirited | strength | success | talent | trust |
| understanding | victory | | | | |



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