



INSIDE THIS ISSUE:

- A Word From Linda Beaumont
- From the Service Manager
- News from the Lifestyle Team
- Welcome, Birthdays and Condolences
- Upcoming Events
- Life at Beaumont Care
- Helpful Links and Resources
- Calendar

BEAUMONT CARE MOUNT TAMBORINE

Service Manager:
Genevieve Verhoeff
(07) 5545 7822
24 Main Western Road,
North Tamborine Qld 4272

BEAUMONT CARE CLONTARF

Service Manager: Katie Morgan
(07) 3284 6638
39 Baringa Street,
Clontarf Qld 4019

BEAUMONT CARE KIPPA-RING

Service Manager: Sukhi Bajwa
(07) 3883 2475
111 George Street,
Kippa-Ring Qld 4021

BEAUMONT CARE WAMURAN

Service Manager: Karen Wockner
(07) 5328 1299
60 Ziviani Road,
Wamuran Qld 4512



BEAUMONT CARE

Warm-Hearted Care, Your Way

A MESSAGE FROM LINDA BEAUMONT

All recent photos reflect an amazing build up to Christmas, and now to the New Year. Part of our commitment to residents, family, and staff, is a monthly update from your manager, clinical nurse and lifestyle representatives. One of the most topical issues in the aged care sector coming right now, is a Star Rating System for aged care - this means us!

In response to recommendations of the Royal Commission into Aged Care Quality and Safety, the Australian Government has developed Star Ratings for residential aged care. Star Ratings will support older Australians and their representatives to compare aged care services and make choices about care that is right for them.

Star Ratings will provide opportunity for Beaumont Care to understand performance, perceptions, and drive improvement using nationally consistent measures.

Residents will give valuable personal experience and Beaumont Care wants to be a leader with the top rating available - 5 Stars. We will do all we can to ensure this happens, so please, any concerns or comments and recommendations are so very welcome so that we ensure your expectations are not only met but exceeded. I know working together will bring about the best results. We will keep you posted and look forward to your full participation, after all, we all recognise star quality when we see it.

Until next time, *Linda*

FROM THE SERVICE MANAGER

Hello residents and families!

I'd like to start off by wishing you all a happy and bright new year. I hope you have all enjoyed your Christmas period with family and friends. With the Christmas period and 2022 now behind us, this is a good time for us all to slow down, reflect, and plan for 2023. We have another big and exciting year ahead of us.

We will be continuing on with our facility face-lift, with hallways being painted in the upcoming months. As part of our continuous quality plan, we will also be upgrading our furniture and equipment on our site maintenance schedule. If you have any feedback or suggestions for improvements to our facility, please submit a feedback form. We love hearing feedback on how we can make the lodge feel more homely.

We would like to warmly welcome our newest resident, Doug, to his new home.

My door is always open if you have any queries or concerns. Feedback forms are also located in the main foyer area, or online through the Beaumont Care website. On behalf of the team here at Beaumont Care Mount Tamborine, I would like to thank you all for your ongoing support, and wish you all a safe and wonderful New Year.

THANKS, *Gen*

FROM THE LIFESTYLE TEAM

Wow, didn't December go by in a blur?! And now to put everything away!

We welcome 2023 with open arms and this year we'll be looking for more resident feedback and involvement with regards to activities and engagement in the lifestyle program.

The first week of January will see us visiting each resident and spending lots of 1 on 1 time to gauge responses and feedback for our lifestyle survey to find out more about what YOU, the resident, would like to see and do on the program. This way, we hope to create a well rounded program with much more engagement, and even resident-led activities to promote independence and autonomy. So please don't be afraid to share your thoughts and feedback about your lifestyle choices.

We look forward to seeing you at our next activity. Come and join us!

THE DIVERSIONAL THERAPY TEAM, *Mel and Louise*

STAFF MEMBER PROFILE

**Beaumont Care Mt. Tamborine Staff member, Alma Susik,
shares some insight about themselves and their role at Beaumont Care.**

How long have you worked at Beaumont Care?

3 Years – Started as a Kitchen Hand, now a co-chef for the last 6 months

What does your role entail?

All aspects of the catering side of aged care

What do you enjoy most about your role?

Presenting and cooking nice meals & food, team work, and work that I enjoy doing.

What do you enjoy most about working at Beaumont Care?

The kitchen team... we have friendly staff everywhere at our aged care facility.

What is your dream holiday?

I have lots of dream holidays. There is not enough space on this paper to list them all!

What is your favourite food?

All kinds of salad.

What is your favourite colour?

Yellow

What are your special interests?

Going to the beach, swimming, and spending time in the garden

Is there anything else interesting about you that you would like to share?

My co-workers say I'm very funny when you get to know me



Welcome...

On behalf of all the
Beaumont Care family,
we warmly welcome

**Peter Doyle
and Zoya Kohan**

along with their family and friends.

January BIRTHDAYS

Barbara Bailey - 5th

Peter Doyle - 17th

Helen Aagard - 31st

*Happy
Birthday!*



GETTING TO KNOW OUR RESIDENTS



Ria Montauban

Ria was born and raised in Delft, Holland, and speaks fluent Dutch as well as English. Ria also spent some time living in New Zealand.

Ria has a cat called Jaapie, who is part Maine-coon and very special to Ria. When she was younger, Ria used to love ice skating and swimming.

Ria loves word games, reading, and word puzzles, and believes it is very important to keep her mind sharp and active.

Come and say hello to Ria!



LIFE AT BEAUMONT CARE

Residents enjoyed playing games of outdoor ladder tennis.



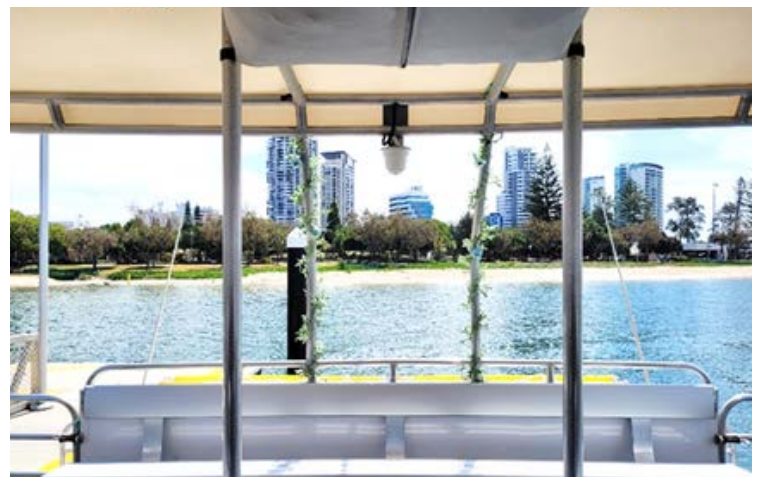
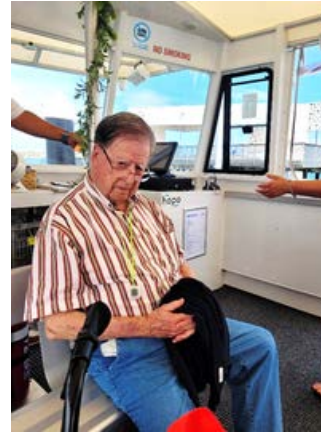
HOPO GC FERRY

With our prize money from winning a Scarecrow festival category, we shouted our residents a trip on the Gold Coast ferry! Residents enjoyed a day out on the Gold Coast Broadwater, where they stopped at Marina Mirage for lunch. What beautiful weather!



LIFE AT BEAUMONT CARE

HOPO GC FERRY



LIFE AT BEAUMONT CARE

Christmas Market

We love shopping! We brought the shops to our residents with our Christmas Market day.



Presbyterian Church Student visitors

Our local Presbyterian church organised some students from Griffith University to come and join in our weekly church service. The students sang songs and hymns with our residents, and enjoyed a chat with them.



LIFE AT BEAUMONT CARE

COMMUNITY CARE CHRISTMAS SHOW

Being such a beautiful tight knit community here on the mountain, a few of our volunteers and family members are a part of the local Tamborine Community Care group. Some of our residents have also been involved in Community Care in the past, and our residents were invited to attend the Christmas Cinderella Skit performed by Community Care volunteers and clients. It was a wonderful morning and our residents were happy to reconnect with familiar faces again.



LIFE AT BEAUMONT CARE

SANDRA'S CHRISTMAS DISPLAY

Every year our lovely volunteer, Sandra, puts on a Christmas display and afternoon tea for our residents to enjoy. This year her theme was Red and Gold. Beautiful!



LIFE AT BEAUMONT CARE

CHRISTMAS DINNER OUTING AND LIGHTS

Residents enjoyed dinner with our Service Manager, Genevieve at the Wattle Hotel before embarking on the lights bus.



LIFE AT BEAUMONT CARE



LIFE AT BEAUMONT CARE

RESIDENT CHRISTMAS PARTY

One of our biggest events of the year was our Residents' Christmas Party. This year we had a winter wonderland theme. Chefs Ruari and Alma did an amazing job with the menu. The hospitality staff, Admin officer Louise, and Lifestyle Coordinator Mel, worked together to coordinate service and delivery of food and beverages, as well as the presentation of the room, and our fantastic carers and nurses did a phenomenal job in helping our residents get ready and prepare for the day. Well done team; what a fantastic day!



LIFE AT BEAUMONT CARE



IMPORTANT INFORMATION

Clothing Labels

Please ensure that any new clothing items are placed in a named bag and handed in to reception to be labelled BEFORE giving them to residents or placing them in wardrobes. Unfortunately, many items of unlabelled and unidentified clothing are ending up in our lost property box in the laundry. Unlabelled and unidentified clothing will be donated to local OP shops at the end of each month. To avoid disappointment, please ensure all new clothing items are adequately labelled.

Hairdresser Appointments

Beaumont Care Tamborine is seeking a hairdresser to visit once a week to assist residents with their hair grooming needs. Applicants must be vaccinated against Covid-19, and have, or be willing to obtain a National Police Check certificate. If you are interested, please call administration during office hours. Residents are also welcome to use their own hairdresser at any time or go out to a private hair salon with family.

Meals

Families and Friends are welcome to order and enjoy a meal through our main kitchen to have with their loved ones. Cost is \$5.00 per meal payable to Admin or through the kitchen. Please let the kitchen now you would like a meal organised approx. 2 hours before scheduled mealtimes.

Going Out?

Please let the staff know and sign in and out of the Resident Leave Record book located in the Main Foyer.

Relatives Details / EPOAs

Next of Kin or relevant persons please alert staff if you; change your address, phone number or contact details. We can then update your details.

Maintenance Issues?

Do you have a light that needs replacing? Tap that is leaky? Residents now have access to a Maintenance request book, located near the lounge area. All families, staff, and residents can now log any issues that they would like Maintenance to have a look at. Logbooks will be checked daily by our maintenance officer, Dean.

COVID-19 Vaccinations

Please be advised that we are following Government guidelines and regulations to keep our community and residents safe during these unprecedented times. The QLD Government has updated their guidelines and it is now encouraged, but not mandatory, for all visitors to aged care facilities to be vaccinated against Covid-19. Please ensure you follow the sign in processes upon entry, and please wear a N95 grade disposable face mask when on site to protect our residents.

Nasal/Oral Rapid Antigen Testing may also be required upon entry which requires an additional 15 minute wait for results.

HAVE YOUR SAY

Beaumont Care is committed to providing high quality care and services. We invite you to assist us by letting us know what we do well and what we need to adjust so that we can improve our performance. We respect the opinions of our clients and those who visit our residential services. Speak to us today or alternatively leave feedback in the comments, concerns and suggestions box. See below the following avenues that are available to provide feedback, ideas, opinions, comments and advice.

EMAIL

Service Manager:
genevieveverhoeff@beaumontcare.com.au
Clinical Nurse: cnroslyn@beaumontcare.com.au
Executive Team: exec@beaumontcare.com.au

FEEDBACK FORMS

There are suggestion boxes located at the facility.
Feedback forms can be found alongside.

PHONE

Facility: (07) 5545 7822
Service Manager: 0409 572 138

ONLINE ELECTRONICALLY

Beaumont Care has an online 'feedback form accessible at www.beaumontcare.com.au

NEWSLETTER / SURVEYS / GROUP EMAIL

Residents and their representatives are encouraged to participate in satisfaction surveys released bi-annually. Newsletter format has been updated to be more informative to enhance transparency with the changes expected within the aged care sector. Group emails are utilised on an as needed basis to disseminate information quickly to resident representatives.

NEW CARD? A friendly reminder to residents and family members to bring all new Medicare cards, Pension cards etc to the Administration office when you receive them so they can be photocopied and records updated accordingly on your file.

UNNAMED & LOST CLOTHING? We seem to be continuing to have a large amount of unlabeled clothing. Residents and Families please ensure all clothing items are labelled and if you are missing any clothing items could you please ask staff for assistance who would be more than happy to help.

HELPFUL LINKS & RESOURCES

Aged and Disability Advocacy Australia 1800 818 338

Aged Care Complaints Commission 1800 550 552

Cultural Diversity in Australia www.culteraldiversity.net.au

Older Persons Advocacy Network 1800 700 660 www.opan.com.au

Palliative Care 08) 7221 8233 www.eldac.com.au

Human Rights Commission Queensland 1300 130 670 www.qhrc.qld.gov.au




Dementia Support Australia 02) 8437 7355 www.dementiacentre.com

Aged Care Quality & Safety Commission 1800 951 822 www.agedcarequality.gov.au

Advanced Care Planning 1300 007 227 www.advancecareplanning.org.au

Charter of Aged Care Rights www.agedcarequality.gov.au/resources/charter-aged-care-rights

Mt. Tamborine Activity Program ~ January 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
30th 8.30 Morning visits & shopping orders 9.30 Exercise Group 10.30 Target Shooting 1.30 Woodworking	31st Hairdresser Day 9.30 Bus Trip 2.00 Trivia with Kaylene in Violet Room	 BEAUMONT CARE <i>Warm-Hearted Care, Your Way</i>					
2nd New Year's Day Public Holiday	3rd Hairdresser Day No Bus Today AM- Post-Christmas pack & sort 2.00 Trivia with Kaylene in Violet Room	4th 8.30 Good morning visits 9.30 Exercise Group 10.00 Lifestyle Surveys 1.30 1:1 Visits in individual areas	5th 8.30 Good morning visits 9.30 Exercise Group 10.30 Church service 2.00 Happy Hour & Sing along	6th 8.30 Morning visits 9.30 Exercise Group 10.30 Garden Group 1.30 Bingo	7th 2.00 Games with Rita in the Multi-purpose room	8th 11.30 Songs of Praise 2.00 Rita's games - in Multi-purpose room	
9th 8.30 Morning visits & shopping orders 9.30 Exercise Group 10.30 Putt Golf 1.30 Word Games	10th Hairdresser Day 9.30 Bus Trip 2.00 Trivia with Kaylene in Violet Room	11th 8.30 Good morning visits 9.30 Exercise Group 10.30 Quoits / Ring toss games 1.30 Hand Pampering	12th 8.30 Good morning visits 9.30 Exercise Group 10.30 Church Service 2.00 Sing along with Rita	13th 8.30 Morning visits 9.30 Exercise Group 10.30 Mega Scrabble 1.30 Bingo	14th 2.00 Games with Rita in the Multi-purpose room	15th 11.30 Songs of Praise 2.00 Rita's games - in Multi-purpose room	
16th 8.30 Morning visits & shopping orders 9.30 Exercise Group 10.30 Frisbee Golf 1.30 Paint & Sip – Aussie Themed	17th Hairdresser Day 9.30 Bus Trip 2.00 Trivia with Kaylene in Violet Room	18th 8.30 Good morning visits 9.30 Exercise Group 10.30 Beanbag Toss 2.00 Craft with Rita & Sandra	19th 8.30 Good morning visits 9.30 Exercise Group 10.30 Church service 2.00 Happy Hour & Sing along	20th 8.30 Morning visits 9.30 Exercise Group 10.30 Lunar New Year Yum Cha Delights 1.30 Bingo	21st 2.00 Games with Rita in the Multi-purpose room	22nd Lunar New Year 11.30 Songs of Praise 2.00 Rita's games - in Multi-purpose room	
23rd 8.30 Morning visits & shopping orders 9.30 Exercise Group 10.30 Digeridoo Music Quiz – Violet Room 1.30 Aussie Food Quiz	24th Hairdresser Day 9.30 Bus Trip 2.00 Trivia with Kaylene in Violet Room	25th 8.30 Good morning visits 9.30 Exercise Group 10.30 Beach BBQ – thong throwing games 1.30 Armchair Travel around Australia	26th 	27th 8.30 Morning visits 9.30 Exercise Group 10.30 Giant Cup toss 1.30 Aussie Bingo	28th 2.00 Games with Rita in the Multi-purpose room	29th 11.30 Songs of Praise 2.00 Rita's games - in Multi-purpose room	

Please be advised that daily activities are subject to change due to resident preferences and choices