



Manager Update

Dear Casa Community,

As we welcome the autumn season, it's important to be mindful of the increased risk of respiratory infections such as COVID-19 and influenza (flu). With cooler weather settling in, these illnesses tend to become more prevalent, requiring us to take extra precautions to stay healthy and safe.

The Australian Technical Advisory Group on Immunisation (ATAGI) is the leading authority on COVID-19 and flu vaccinations in Australia. They recently updated their recommendations, which we'd like to share with you:

COVID-19 Vaccinations:

For adults aged 75 years and over: ATAGI recommends a dose of the COVID-19 vaccine every 6 months.

For adults aged 65 - 74 years: ATAGI recommends a dose of the COVID-19 vaccine every 6 - 12 months.

Flu Vaccinations:

ATAGI recommends a dose of the flu vaccine every year for all adults.

We kindly request your consent for these vaccinations. If you have not yet received these vaccinations or if it's time for a booster shot, we strongly encourage you to consider it. If you wish to receive these vaccinations, please inform executive administration assistant Shebby Kacak at the front desk or emailing to admin.cd@vacenti.com.au, she will add your information to the register.

Thank you to everyone for your cooperation and feedback during the recent visit from the Aged Care Quality and Safety Commission. They assessed the quality of our food and nutrition services, and we will share more information once the report is available.

As always, our door is always open, and we encourage you to share your thoughts and suggestions with us. We're dedicated to addressing all feedback in a timely manner to ensure we provide the best possible care and service to our community.

Let's stay healthy and resilient together this autumn!

Vol .14 Newsletter May 2024



Sabrina Lau
Facility Manager

Training Update

Hello Casa Community,
Happy April!
This month has been another busy month for all staff at Casa.

We are once again thrilled to be able to give you some more exciting updates regarding training initiatives that is happening at Casa Damore! We are wanting to continue our commitment to providing high quality care to our residents and are also grateful for the continuing opportunity to engage in various training programs and collaborations with other providers.

We have had the amazing opportunity to be able to collaborate with PA Hospital, CarePACT, Public Health Unit, Coloplast to be able to provide specialised training for ongoing management of Peritoneal Dialysis, Recognising a Deteriorating Resident, Catheter Care, and ongoing Wound Management.

These programs not only aimed at the Registered Nurses but also the Care Staff in ensuring the continuous improvement of the staff that are delivery quality care to the residents that live in Casa Damore.

In the month of April, we were also training staff in regard to modified meals and Vacenti Dining, turning this into a fun simulation to gather the understanding and to assist the carers to understand the importance of modified meals and telling the difference. We also looked into the staffs understanding of the 10 P's of Personal Care that plays a major role in the care that is being received by residents from staff. This is to name a couple, many other topics were also covered. George and Rosie from Human Resources came in and did a Psychosocial Safety Simulation with all staff of Casa Damore. They will also continue to be doing more of these sessions with staff.



Tara Hart
Training Facilitator



Training Update

Up and coming May promises to another month of continuous growth for all staff. More of our teams' members will be attending workshop at Shared Services. These workshops that are going to be attended will be in a range of topics, such as Dementia, Leadership, Medications to enhance the team's knowledge in providing quality care.

We are excited to also continue to have Griffith University Occupational Therapist Students, but also for the month of May will also be introducing three Bond University Medical Student commencing 30th April. Also be introducing seven AWTI students that are doing their Certificate Three in Individual Support from 29th April until 23rd May. There will also be short overlap with us introducing four KCA students also doing their Certificate Three in Individual Support from the 7th of May until 28th May.

I please encourage all residents to please feel free to actively participate in any training that is being held for staff and provide your feedback so we can improve the care that is being received. If you feel that there are areas for improvement from staff in any department, please do not hesitate to visit me in the Training Hub on Level 1, opposite the Nurses Station or if you see me walking around. I am happy to take all suggestions on board and make sure that they are training is provided to the staff.

Thank you for your ongoing support and suggestions in the commitment in to proving excellence in care.

Have a Happy May!

Kind Regards,

Tara



Lifestyle Update

April has just flown by and it is hard to believe we have only 239 days until Christmas, the year is going by so fast.

Our monthly outings included a trip to City Hall, we saw the Andrew Sisters perform and the Carnival tropical concert, where we watched the colourful culture of the south American and Caribbean dancers.

We also went too Mount Cootha for a beautiful morning together, the weather was wonderful, and it was a beautiful day, lunch was very nice as you looked out over the views across Brisbane.

We braved the rain one week for bike riding and was joined by the Lorocco crew on this day as well, we hid in the bus shelter to keep dry. The resident love seeing the baby possum trying to squeeze himself into the hole in the tree.

Another successful outing was the ferry ride along the Brisbane River to Hamilton and then lunch at the Brisbane River café at Hamilton, was a wonderful day enjoyed by all.

On site we enjoyed concert and music we had Jannette and Robbie Dunn come in. All the residents loved Robbie as he entertained us with his Irish accent and Irish Jokes.

We have two new volunteers starting at Casa this month Sue and Pipa they will be helping residents with the knitting group and 1:1 social visit, they are lovely ladies, great to have a chat with and will spend time with the residents once a week.

We celebrated Ramadan this month and one of our staff members did a presentation on the Ramadan event. This was an informative session for our residents and staff to understand the significance it has for our staff and why this is an important event on the Calendar each year.

Residents came together for our yearly ANZAC service, and the craft group made poppies and ANZAC Biscuits in the ANZAC spirit, residents laid poppies in the wreath and then had morning tea with ANZAC Biscuits and a hot cup tea/coffee.



Mariann Edgell
Lifestyle Coordinator

Lifestyle Update

Joels cinema experience came to Casa this month and the residents watched the old-style movies from the 1940 and onwards, they also enjoyed a drumstick and some Jaffas, no rolling them down the aisle today.

Another busy month is ahead for May.

The lifestyle network meeting is also in May and it will be great to catch up with the lifestyle teams from other sites.

Next month we will be celebrating Mother's Day, Greek Easter Celebrations and a lot of great concerts on site, along with more outings, please feel free to join us at any outing or event we have at Casa, all are welcome.

Kind Regards,
Marieann



Lifestyle Update



Mad Hatter Tea Party



Lifestyle Update



Mad Hatter Tea Party



Lifestyle Update



Lifestyle Update



Easter Card Making Class



we **care** like
family

Casa Dámore Update Monthly Newsletter



Lifestyle Update



Darts



Lifestyle Update



April Outings, Mt Cootha and City Cat Ferry Ride



Lifestyle Update



Ramadan



Lifestyle Update



ANZAC Day Service



Lifestyle Update



ANZAC Day Service



SERVIZI
Premium Services

Servizi Concierge
Concierge.CD@vacenti.com.au
0438 949 316



Paola Malatesta
Servizi Concierge

Servizi Update

As anticipated in our previous newsletter, April was a month full of exciting changes and some new additional services were introduced to the program.

We have also created some great memories during the past month, and we can't wait to see what other unscripted moments the month we are entering will bring.

May starts with honouring the achievements of workers and their contributions. This month, here at Casa, we want to celebrate the people behind the brand. Their kindness and hard work are essential to make your loved ones' experience truly one-of-a-kind. For this reason, we want to give a shout out to our lovely SERVIZI team. THANKS TO YOU ... Chelady, April, Roma, Hif and Michael for the energy and positivity you bring here to CASA every day.

We also want to take this opportunity to remind you that our official SERVIZI calendar is OUT now so that residents, but also friends and family, can always be informed about specific times and dates for additional activities carried out by the SERVIZI team. You will be able to find one on each floor and a few more available for you to take from the SERVIZI stand on Level 1.

As we said in our newsletter from last month, here at Casa we are proud to have a multicultural community and we encourage a mutual exchange of cultures and viewpoints. That is why, we can't miss the opportunity to celebrate the World's Cultural Diversity Day, which falls on the 21st of May

Last but surely not least, we are preparing to the biggest celebration of the month, MOTHER's day.

Unlike traditional gifts such as flowers or chocolates, which may have a short lifespan, long-term gifts may have longer utility, continuing to remind your mother of your love long after Mother's Day has passed.

Servizi Update

If your Mum is anything like my Mum, then she 'd probably have thousands of photos on her phone. There's no question they mean a lot to her, but wouldn't it be nice if she could display them to actually enjoy them rather than simply storing them in a computer or a phone? That is a gift that would make her happy every single day and that's why you should consider getting her a digital frame for this Mother's day.

Digital photo frames have become a highly coveted gift, giving people the ability to see hundreds of their pictures on a bigger, crisper screen, rotating and bringing back memories that will make them smile. Get in touch with the Servizi Concierge to learn more about this opportunity.

For this special day, you could also get her a beautiful flower arrangement, our informative posters are out on each floor. If you want to pre-book your gift, please contact our SERVIZI Concierge today!

We want to remind every resident but also friends and family that our Café di Casa is opened till late and fully licensed to serve alcohol.

Alcohol service trading hours are:

THURS – SUN from 3pm till 7pm

We also have exciting new changes for the café coming soon, so visit CAFÉ DI CASA to find more.

As always, we invite all residents to jump on board SERVIZI Premium Services and we remind you that our Premium laundry was introduced in 2023 and we'll keep providing this amazing service in the future.

We want to take this opportunity to encourage friends and family to join our residents during our SERVIZI special outings. It is a great occasion to spend time with your loved ones, socialize and meet new friends outside CASA.

For more information on how to join and if you want to know more about our packages, please contact Paola Malatesta (SERVIZI CONCIERGE)

Concierge.CD@vacenti.com.au
0438949316

HAPPY
*Mother's
Day* ♥



Flowers for Mum this
Mother's Day!

Sunday the 12th of
May

\$85 for a box arrangement of seasonal fresh
flowers delivered to your loved one.

Order through your Concierge today!



SERVIZI
Premium Services

we **care** like
family

Casa Dámore

Monthly Newsletter



Vacenti

Servizi Events



Sirromet Winery Mt Cotton, Outings by Servizi



Servizi Outings and Services

Save the Date

This month's upcoming outings:

8th of May

Private function at Casa

22nd of May

**Top rated Lunch at LAMBERTS
in Kangaroo Point**

Friends and family are more than welcome to join!
Speak to Paola your friendly Servizi Concierge for more information.
Costs apply unless included in your Servizi Package.

Servizi Concierge

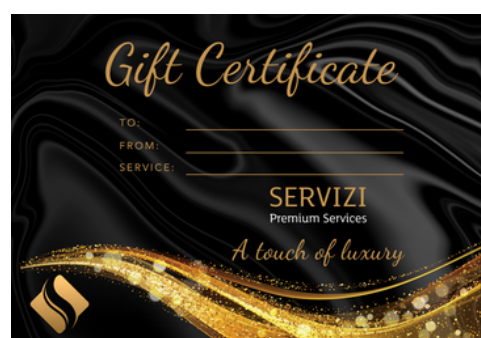
Concierge.CD@vacenti.com.au

0438 949 316



Laundry service

We also started our same-day laundry service in May, if anyone is interested in using this service, please let us know or contact Servizi for more information and pricing.



We invite all residents to jump on board Servizi Premium Services which includes:

- Premium Laundry Service
- Companion service
- Active Minds
- Food & Fun

We also have gift certificates available to purchase available to be redeemed for Servizi Premium Services.