



Manager Update

Dear Residents and Families,

I hope this letter finds you well as we transition into the beautiful month of May. It feels surreal that we are almost halfway through this year in the blink of an eye.

We appreciate your support and understanding in looking after your loved ones during our recent battle with COVID outbreak at Lorocco. As we continue to prioritize the health and safety of our residents and staff, we remind everyone to adhere to the facility's guidelines.

Additionally, kindly take a moment to remind yourself of the visitors' code of conduct attached to this newsletter. It can also be found on Page 16 of the A-Z Guide, available onsite as a hard copy or for download on the "where to begin" drop down menu and selecting downloads & resources page at www.vacenti.com.au.

We value your input and welcome any feedback or suggestions you may have.

Thank you for being an integral part of our Lorocco family. We look forward to sharing another month of warmth, camaraderie, and cherished moments with you.

Best Regards,

Manuja Kandel.



Manuja Kandel
Facility Manager



RESIDENT AND VISITOR CODE OF CONDUCT

INTRODUCTION

Vacenti is committed to building a culture characterised by inclusion, kindness and respect.

We aim to ensure that the health, safety and well-being of both staff and residents, their family and friends are protected.

COURTESY & RESPECT

Residents and visitors must not (in person, by telephone, or in writing) harass or intimidate staff, other residents or their friends or family. This includes yelling, abuse, threats, name-calling and offensive language – visitors are requested to:

- Treat staff, other residents and their family and friends with courtesy and respect
- Allow staff to perform their duties without obstruction or impediment
- Raise any concerns you may have about staff performance or conduct with the Home Facility Manager or anonymously to info@vacenti.com.au

DIVERSITY & INCLUSION

Residents and visitors must not (in person, by telephone, or in writing) act in a way that is prejudicial or discriminatory towards staff, other residents or their family or friends. This includes ageist, racist, or homophobic comments, slurs or jokes – we request that you:

- Respect our elderly residents and treat them with due courtesy
- Treat staff, other residents and their family and friends who may be from diverse cultural and ethnic backgrounds in an inclusive and culturally sensitive manner
- Respect the individual interests, customs and beliefs of our staff, residents and their family and friends, including religious practices
- Respect gender diversity

PRIVACY & DIGNITY

Residents and visitors must not compromise the privacy and dignity of staff, other residents or their family or friends. This includes entering administrative or resident's private spaces and accessing or reading personal information without consent – we request that you:

- Remember that you are visiting resident's home
- Not enter administrative areas or staff rooms without a staff member present

- Knock before entering a resident's room, including the resident you are visiting
- Do not interfere with the personal belongings of staff or residents
- Respect that staff are required to provide care behind closed doors in some cases
- Do not take photographs or video of staff, other residents or their family or friends without their explicit consent

QUIET ENJOYMENT

Residents and visitors must not impede the quiet enjoyment of the aged care facility by other residents or their family or friends – we request that you:

- Keep noise to reasonably low levels, including voice, telephones, music and televisions
- Do not use offensive language
- Keep motor vehicle noise to a minimum

SAFETY & SECURITY

Residents and visitors must not act in a way that place the safety or security of staff, other residents or their family or friends at risk – we request that you:

- Sign in and out using the Sign-in device located at reception each time you visit
- Avoid visiting if you are unwell or have symptoms of respiratory illness
- Refrain from smoking other than in designated smoking areas
- Refrain from visiting if you are affected by drugs or alcohol
- Report any suspicious activity or suspected intruders
- Drive safely, adhering strictly to speed limitations and parking only in designated spaces
- Supervise children at all times
- Report environmental hazards or concerns
- Follow any reasonable direction from a staff member

REASONABLE CARE

Visitors must not wilfully damage building, facilities or equipment – we request that you:

- Show reasonable care and avoid causing damage to property
- Report any damage caused

Clinical update

Dear Families,

As the chilly seasons draw near, we extend warm greetings to you and your families. In anticipation of the colder weather, we want to ensure the well-being of everyone. In our ongoing commitment to health and safety, we are providing vaccinations.

Covid booster Clinic on 10 May 2024 onsite, consent forms are available at the reception area. The clinical team will also reach out to the resident's EPOAs if eligible.

Flu vaccinations are provided by GPs.

We are also delighted to announce the commencement of the electronic medication system, MedPoint. With the implementation of MedPoint, we are ushering in a new era of safer medication management within our healthcare facility.

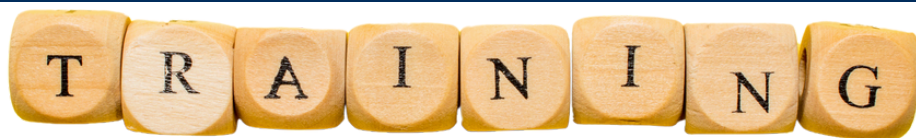
This innovative system represents a significant step forward in enhancing patient safety, streamlining medication administration processes, and reducing the risk of medication errors. We are excited about the positive impact that Medpoint will have on the quality of care we provide to our residents, and we look forward to the many benefits it will bring to both our residents and healthcare professionals alike.

Kind Regards,
Herlene



Herlene Larico
Care Coordinator

Training update



During the month of April Lorocco staff have been busy completing personal protective equipment competencies, even Lemon the puppy got involved!

There has also been a focus this month on the importance of bowel charting. At Vacenti we use the Bristol stool chart as a tool to determine normal or abnormal bowel motions. Charting is essential in the diagnose gastrointestinal issues and identify current health status.

Staff participated in a simulation activity to improve their ability to chart...this activity provided lots of laughs but also opened up great discussions on the importance of maintaining bowel health at every stage in life.



Victoria Wierstra
Training Facilitator



Lifestyle Update

Welcome to May.

We have many events in May, Mother's Day and International Nurses Day are on the 12th of May. Mother's Day High Tea is on Friday the 10th of May. Plus, we are continuing with our Friday Art Therapy classes which have been well attended and enjoyed by residents and family.

We have had an amazing April, all our wonderful memories for the month have been captured here in the photos I have shared.

Here at Lorocco we are working with our Residents in relation to what they like doing as a priority, where they can draw on life experience to enhance their day, giving them a purpose while participating in an activity.

We are approaching our lifestyle activities with a holistic approach, tailoring the program to benefit the resident so they can enjoy daily activities that are of interest.

Some of the highlights from May: spending some one-on-one time with Dorothy and Mary taking a walk and giving a thumbs up.

Take Care, look forward to seeing you in May.

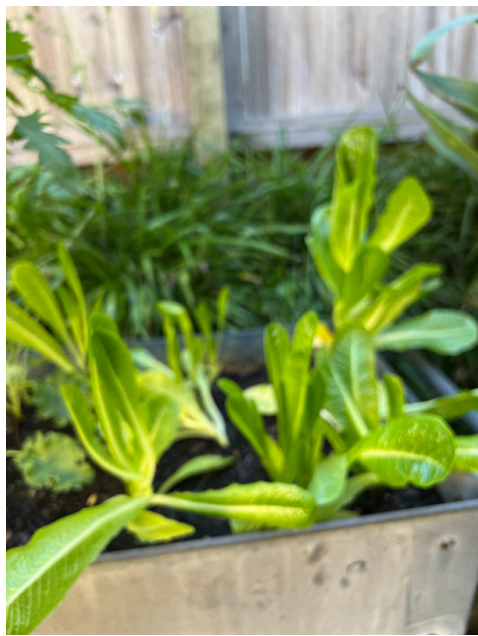
Kind Regards,
Vonny



Yvonne McGinley
Lifestyle Coordinator



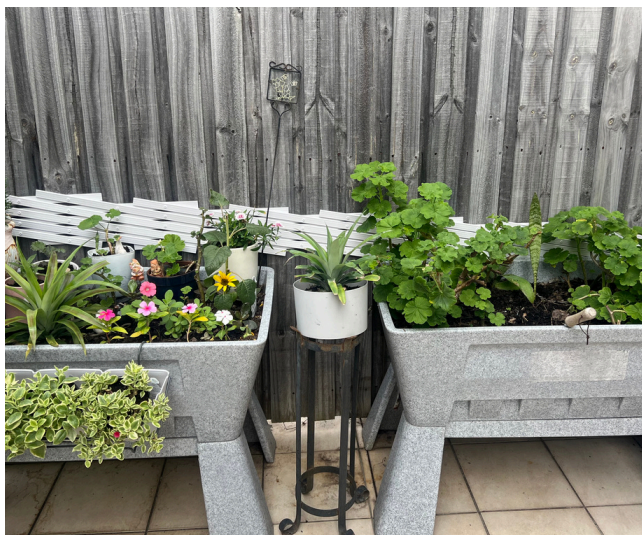
Lifestyle Update



Some of the gentlemen have made sure the plant is staying up right, by taking it upon themselves to keep the plant tied up. We look forward to eating these at the next Men's group BBQ on Fridays.

The Deck Gardening Club

The garden in Deck is slowly taking shape, where residents can meet and make new friends, while enjoying the beautiful colours, all planted by the residents themselves. Today I took Mary out for a walk through, learning about Mary's life and her love for gardening, I made sure that I would spend time with her doing what she enjoys the most. Mary told me a few things about the plants, and we shared a few jokes.



we **care** like
family

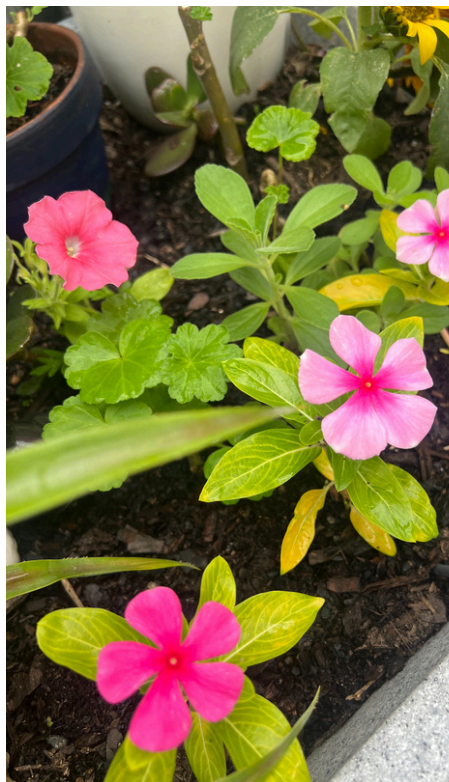
Lorocco Update

Monthly Newsletter



Vacenti

Lifestyle Update



The Tuscany Garden



Lifestyle Update



Art Therapy is on every Friday at Lorocco and it is Bringing families together through art.

The whole concept around this is for us to start a journey of creating memories, telling our stories through colour.

The paintings will be used as post cards for families to send through to their family members to reconnect or to simply say hello.

My aim is to create a connecting web so more families come and visit their loved ones. Hope to see at the sessions in May.



Crazy T-shirt Day and Funny Hat Day in April on Art Therapy Friday's



Introducing Joy

Joy is one of our residents here at Lorocco and looks forward to helping out around the place.

She is a breath of fresh air and loves helping the residents during some activities, like dishing out ice-cream and many more.

Lifestyle Update



April's Birthday celebration was inspired by the Art Deco period of the 1920's.



Lifestyle Update



Enjoying the beautiful weather while going for a walk



Lifestyle Update



Games and Painting

Practicing some motor skills and throwing.

Peter and Sandra had fun playing this game which was donated by a family member.

We would like to recognise (Clement's family for donating this game to lifestyle)





SERVIZI
Premium Services

Servizi Concierge
Concierge.LO@vacenti.com.au
0482 163 450

Servizi Update

🎉 Fun-Filled Adventures with Servizi Residents! 🎉

Hey there, Servizi superstars!

You know what they say: go big or go home, right? Well, we definitely went BIG on our latest outing, and boy, was it a blast! Teaming up with another fantastic facility, we embarked on an adventure that filled our hearts with joy and our bellies with deliciousness!

Picture this: seafood platters piled high, breathtaking views stretching as far as the eye can see, and the best company you could ever ask for. Yep, that's how we roll at Servizi! From the moment we set foot on our outing, the laughter never stopped flowing, and our happiness tanks were overflowing by the end of the day.

A huge shoutout to all the families who took the time to reach out with their positive feedback. Your kind words mean the world to us and remind us why we do what we do. It's moments like these that make every day on the job feel like a true privilege.

Remember, folks, a sense of purpose can truly change lives, and here at Servizi, we're all about spreading those good vibes and making every moment count.

Until our next adventure,

If you would like more information on our companion services or monthly outings, please contact Amorita on 0482 163 450 or email concierge.LO@vacenti.com.au.

The Servizi team look forward to you joining us.

Kind Regards,
Amorita



Amorita Kluyts

May Outing

Save the Date

Thursday 23rd May 2024
*Venue to be
advised.*

we **care** like
family

Lorocco Update

Monthly Newsletter



Vacenti

April's Outing with residents from Esida



Mother's Day Gift Offer

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

Servizi Services

Servizi Premium Services is a user-pay service that allows for further enhanced normality and choice. The benefits of taking advantage of the extra services include building confidence and relationships with peers. It makes new residents feel at home and gives access to normal activities residents would have enjoyed at home. Speak with your concierge today about signing on to Servizi Premium Services.

Services include massage therapy to stimulate muscles and relieve pain.

Beauty treatments such as a haircut or new hairstyle and having nails painted.

Active minds apply the appropriate stimuli to achieve desired outcomes and are based on non-drug therapy approach known as Cognitive Stimulation Therapy (CST).

Companion Services available as a daily fee or one-time experience are a priceless service benefitting residents and their wellbeing is the focus, precious one-on-one time assists with mental and emotional health and supports with maintaining independence and normality. Cultivating friendships and facilitate the transition into residential aged care.

Foxtel channels offered allow residents to rediscover old favourite TV shows which bring back wonderful memories or find new movies and content to engage with.

Outings which residents would have experienced at home in their normal social settings. Feedback include expressing love of spending time with other residents and how it made their day.

Elder Wealth Insite

✓ **Maximized Entitlements:**

ElderWealth Insights ensures residents maximize their entitlements by continuously updating and optimizing their financial status. This results in potential increased pension benefits and reduced costs, contributing to financial well-being.

✓ **Financial Transparency:**

Residents gain a clear understanding of their financial assets and income, fostering transparency and trust. This transparency is crucial for informed decision-making and helps residents plan for their future.

✓ **Enhanced Resident Satisfaction:**

Residents experience peace of mind and increased satisfaction knowing that their financial well-being is being proactively managed. This positive experience contributes to a better quality of life within the aged care facility.