



Manager Update

Dear Residents and Representatives

Welcome to the month of April.

The COVID-19 booster clinic has been organised for 27/03/2024 at 9.30 AM in Portofino. Please forward the consent forms to Reception.ph@vacenti.com.au if you have not done so already.

We are currently recruiting for a Servizi Concierge. A few applicants have been shortlisted and interviewed by the management team. We will share the news as soon as we appoint someone to the role. For the time being, Kylie has been doing an amazing job looking after the two departments in the absence of a Concierge. Please direct any Servizi-related queries to Kylie or reception.

We noticed an increase in Linen and laundry complaints during the end of February and early March which has now been resolved. We are cross-training staff across Housekeeping and Laundry to cover unplanned leave and to always keep laundry operational. All unlabelled clothing must be taken to the laundry to prevent it from getting misplaced. Please ensure clothes are in a labelled bag.

I would like to encourage the residents to provide feedback for all the seasonal food menus. The resident feedback is highly considered to make changes before it is finalised. The copies of the draft menus are printed and posted on the board in Reflections for your perusal.



Simone Muller
Facility Manager



Reena Gill
Assistant Facility
Manager



Manager Update

The pool room door has been repaired to be a swing shut door on resident's request for security reasons. I would like to request families booking the pool room over the weekends not to obstruct the door to keep it open. Please ensure it shuts securely for the safety of all residents.

We value your feedback.
Keep safe until next month.

Kind Regards
Reena Gill- Assistant Facility Manager
Simone Muller- Facility Manager

Freshly prepared meal options



Training update



Hello Portofino community.

In months of February and March, we have had students on placement at Portofino - High School Trainees, Certificate 3 students, Enrolled Nursing students from Tafe and two Bond medical students who commenced in the last week of February.

For the months of February and March we have had external companies come out to do training sessions on use of mobility aids like wheelchairs, walker and wheelchairs.

During our Red Awareness Week, staff were encouraged to wear something with a touch of red as our education and training sessions focused on Skin Tear Prevention, Pressure Injury Prevention, Incontinence-Associated Dermatitis, and continence management.

We also had a pharmacist conduct sessions on eye conditions and their management and about Parkinson's Disease. Furthermore, a representative from CableComm came to do training sessions on use of our nurse call systems.

For the remainder of March and in month of April, I am in the process of arranging external educators on behaviour management, CVA / Stroke, Nutrition and Wound Healing. A training session on use of Mobile Pressure Equipment (Regency Chairs, Smaller Pressure Chairs) has been arranged and confirmed to be conducted by a representative from AIDACARE. And, with Easter coming up, staff are in for a game - hunting Oral Care Kits! Of course, you are more than welcome to join in the fun.

Please, feel free to come and see me in the Staff Development Hub on Ground Floor for any education or training on a topic.

Kind regards,
Erene
Training Facilitator



Erene Edera
Training Facilitator

Lifestyle Update

March felt like it came and went in a blink of an eye.

Our Easter celebration was so much fun. Our Mad Hatters tea party was filled with a lot of laughter. We always love it when the staff get into the spirit & dress up to create memories with our residents & their loved ones.

The entertainment was vibrant and really got everyone into the spirit. We always say that everything we do is for the residents - which is true - however, it would be safe to say that the staff got just as much out of the party as the residents did.

At Portofino, we pride ourselves on being a team. No matter what the role, if we are needed, we all pitch in and help - March was no exception.

After Alison left the role at the start of the month, this led us to recruiting a new Servizi concierge. We wanted to wait for the right person for the job so, I have step in to assist the Servizi team until the role is filled. I am pleased to say that there will be a new concierge joining the team shortly - watch this space.

The Servizi team were amazing getting out and about to various locations. The highlight would have to have been our outing to Nostimo The Greek Club. The food was delicious, as always however, it was made even more special because we celebrated four resident's birthdays. We hope their special day was made even better with the outing.

Next month, we the upcoming outings dates will be Thursday 11th April, Thursday 18th April and we will trial a Friday outing on 26th April. I welcome your feedback.

April we will be recognising & respecting those who have fallen. ANZAC day is on Thursday 25th April. Our service will be held over the PA system so all residents can stop and remember the ANZAC's.

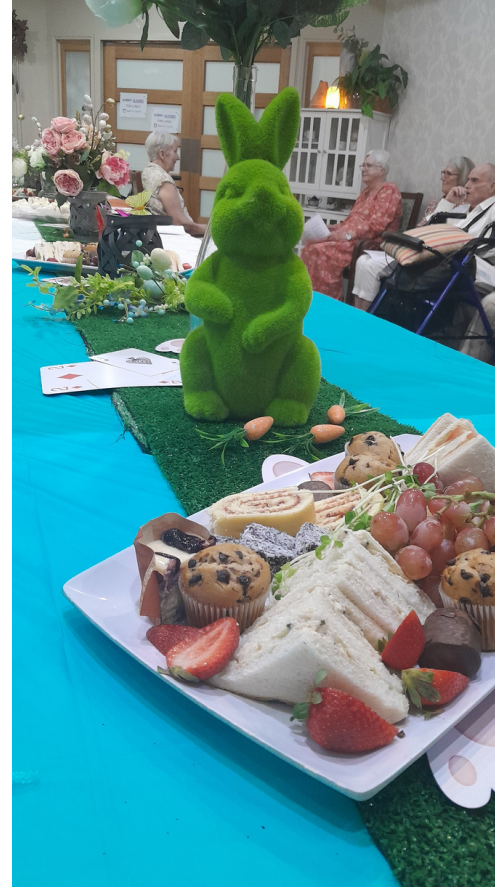
Kind Regards,
Kylie and the Portofino Lifestyle Team



Kylie Dalmazzo
Lifestyle Coordinator

Monthly Newsletter

Lifestyle Update



Mad Hatter Tea Party



Lifestyle Update



Mad Hatter Tea Party

we care like family

Portofino Update



Monthly Newsletter

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Lifestyle Update



Mad Hatter Tea Party

we care like family

Portofino Update

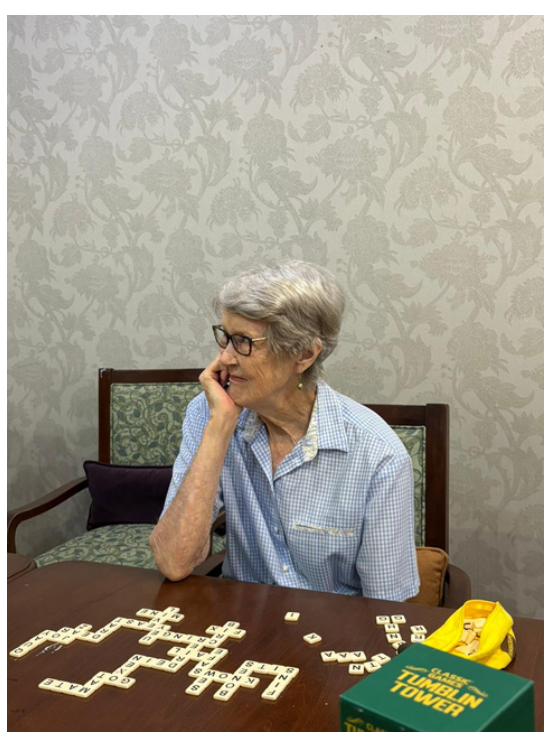
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Servizi Active Minds



we care like
family

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Servizi Outings



we care like family

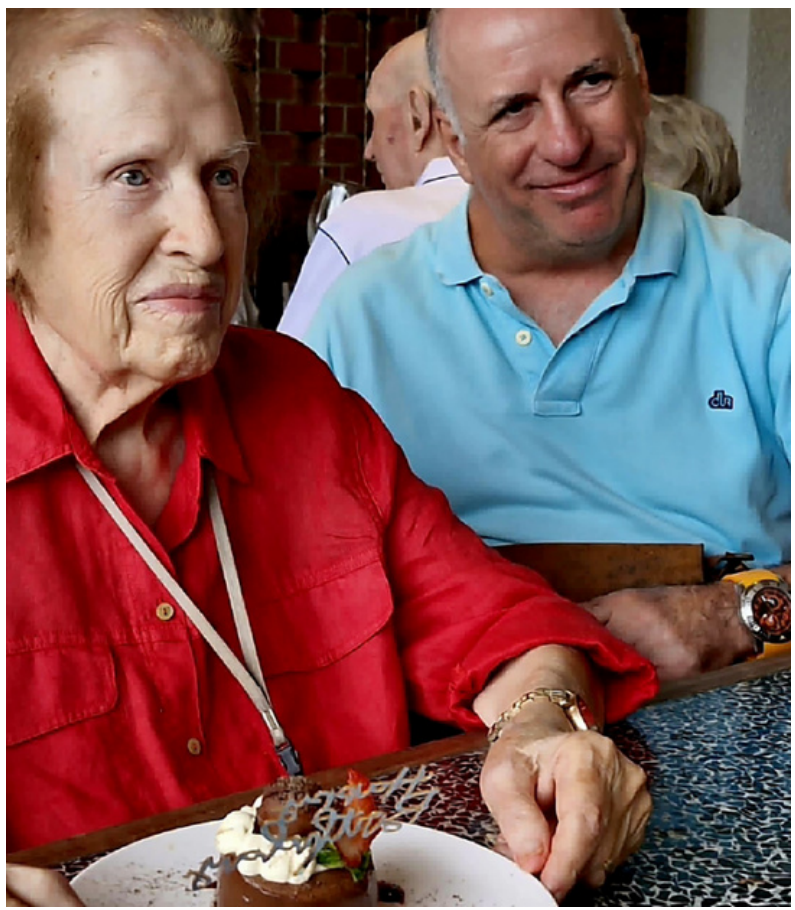
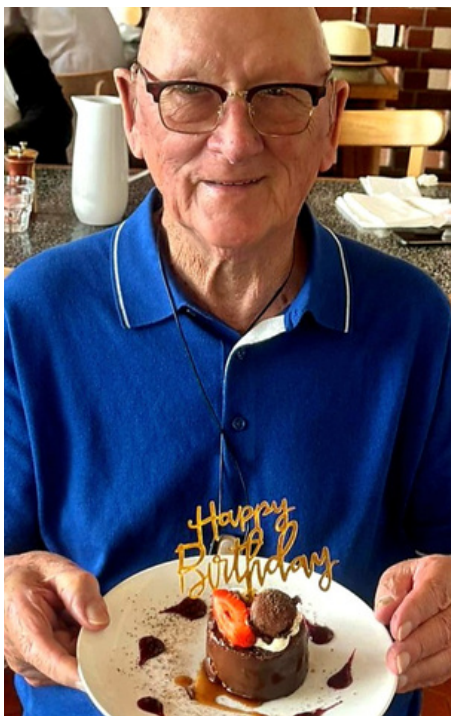
Portofino Update

Monthly Newsletter



Vacenti

Servizi Outings



Servizi Update

SAVE THE DATES!

April

Thursday 11th April
TBA

Thursday 18th April
TBA

Friday outing on 26th April.
TBA

(*all venues subject to change*)

Formal invitations, venue details, departure times and menus for your events will be provided 3-4 days prior.

The Servizi team look forward to you joining us.
Adelyn, Avi, Ella, Deepa, Gay, Inong, Joy, Ron and Sofia.
Queries to: Servizi Concierge 0408 126 857

Servizi@Home

If you have not received an invitation and wish to download the FREE APP Servizi@Home, you will find it through google play, the app store or scan the QR Code and follow the instructions in the welcome email to set up your account. Alternatively contact your concierge. Vacenti has provided the Free App. to make it easier to stay in contact with loved ones.

SCAN ME

