

Monthly Newsletter



Manager Update

Dear Residents and Relatives

Welcome to the month of May.

Winter is almost at the doorstep. Keep yourself warm at night. Any queries related to air conditioning settings can be relayed to Reception.

Portofino Clinical team is liaising with the onsite GPs to source Flu vaccines for the residents. Watch the space as the date is being finalised. Please inform the clinical team if you have received the flu vaccines.

We appreciate families staying overnight and spending quality time with their loved ones. The information about the intended stay should be put in writing to the Facility Manager via email or letter prior to your stay at Portofino. The visitor must mention the date of entry and exit. We would like to know about your presence in the facility to assist you in case there is any emergency.

Similarly, all the visitors must sign in at Reception before proceeding to residents at any time.

Please welcome Tahlia- our new Servizi Concierge at Portofino.

Stay safe until next month.

Regards

Reena Gill-Assistant Facility Manager Portofino

Simone Muller- Facility Manager Portofino



Simone Muller
Facility Manager



Reena Gill
Assistant Facility
Manager



Freshly Prepared Meal
Options



Training update



Hello Portofino community.

In the month of April, we continued to support students on placement at Portofino. We have had students from different Registered Training Organisations (RTOs), a few are current staff at Portofino. Also, by this time, you would have been familiar with our High School trainees from OSMAC. You will find a brochure about OSMAC School-Based Traineeship in Health which is a "specialised program designed for Year 11 students who have a keen interest in pursuing a nursing career."



Erene Edera
Training Facilitator

In April, some of you noticed and enquired about what the nursing staff were doing, as they were trying to match 'The 10 P's of Personal Care' against each of their descriptions, using the white board. Your queries led to you and I having short conversations about the trainings our staff receive. A separate education and learning activity involving different meal presentations also caught the attention of a few of you. That session also involved our Catering Staff. Did you know that in April, some of our staff also attended workshops at Vacenti Shared Services. Our new staff attended the New Carer Workshop whilst others attended workshops that revolved around caring for a person with Dementia, on palliative care, medications and wound care.

Back to Portofino, we will be doing more of our interactive learning activities moving forward and, of course, you are very much welcome to ask questions the next time you see me around pushing a trolley with bottles filled with coloured liquids, which is happening in early May. Remember, your input is always welcome.

In May, our education and training sessions will focus on 'Activities of Daily Living,' which will include a simulation activity on Vacenti Dining. Other topics include Nutrition and Hydration, Oral care (including dental care), Eye Care and care of eyeglasses, Continence management – to name a few. We will continue to have external companies like AIDACare to conduct sessions on use of bedroom equipment such as beds and standard mattresses, with UNI-CHARM, with NESTLE.

Training update

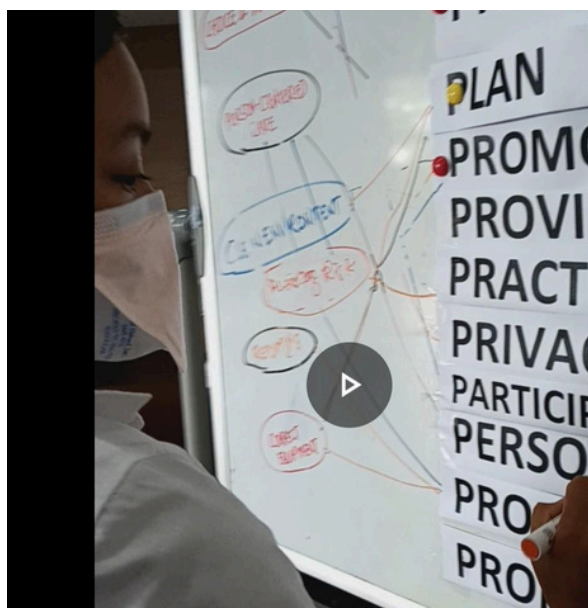
Finally, and not the least, Hearing Australia is coming to conduct sessions on Care of Hearing Aids and to also conduct hearing checks on both residents and staff. So if you would like your hearing checked in May, please, advise the Reception so that we can add your name to the list.

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



Lifestyle Update

April was a lovely Month

We started a Billiard Competition with the residents every Saturday at 2pm in our pool room. The group is growing slowly and all are welcome to join.

ANZAC Day was a day of quiet reflection. Throughout the morning, we enjoyed the music of Nathaniel our flautist playing throughout our home.



Kylie Dalmazzo
Lifestyle Coordinator

May will be a month full of activities. On Sunday 12th May we will be celebrating Mother's Day as well as International Nurses Day. There will be plenty of cupcakes and appreciation being shared.

On Wednesday 29th May, we will be holding our first Memorial services for 2024. Although this is a hard time, it is also a beautiful time for reflection for those of our Portofino family that have passed away in the last 6 months. All are welcome to attend.

Question - did you know that the Brisbane Library offer a free monthly delivery service? Please see the lifestyle team if you would like more information.

Have a wonderful month.

Kind Regards,
Kylie and the Portofino Lifestyle Team

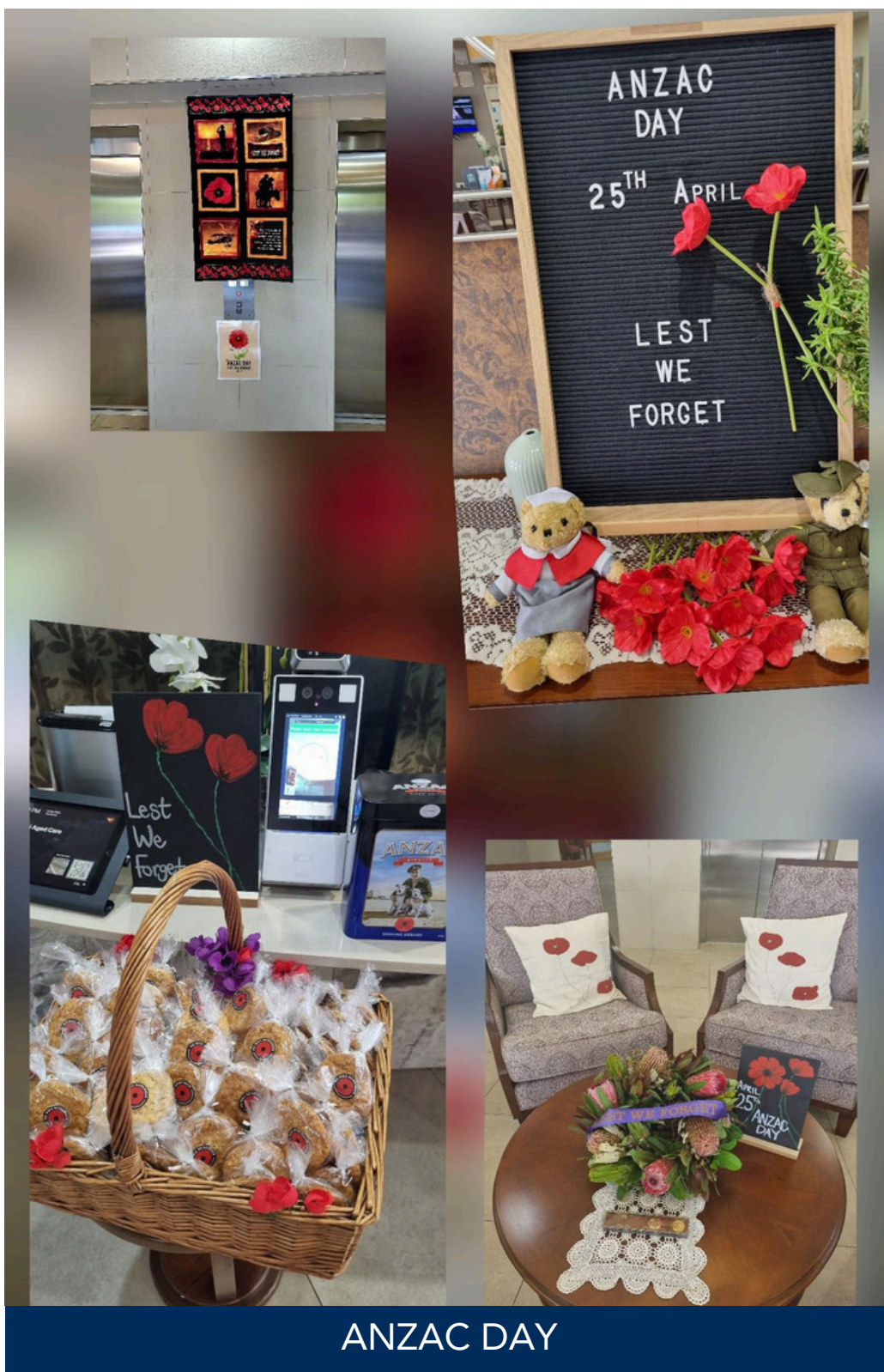


Lifestyle Update



Walking and Wheels at Portside and Group
Colouring.

Lifestyle Update



we care like
family

Portofino Update



Vacanti

Monthly Newsletter

Lifestyle Update



Lifestyle

JOIN US FOR MORNING TEA

Wednesday May 22nd at 10am

Celebrating National Volunteers Week



SERVIZI
Premium Services

Concierge.PH@vacenti.com.au
0408 126 857

Servizi Update

Hello!

I'm Tahlia, the new Servizi Concierge at Portofino Hamilton. I'm excited to have embarked on this journey with the team just three weeks ago. Meeting our residents and their families has been lovely.

Despite being new to the aged care industry, these past three weeks have been incredibly enlightening for me. I firmly believe that spending meaningful companionship time with our residents yields invaluable wisdom!

Transitioning from a finance background, my passion for connecting with people is what has led me here, I believe it's important to make the most positive impact possible in the lives of our residents. I'm grateful to be part of the team here at Portofino.

Last week our Portofino Servizi residents attended Tartufo restaurant in the Valley.

They enjoyed a lovely Italian meal together. Our monthly outings are always so much fun, if you would like further information or would like to come along with a loved one as a one-time experience, please don't hesitate to contact me to organise.

I look forward to getting to know you all.

Kind Regards,
Tahlia



Tahlia Rigon
Servizi Concierge



**Birthday
Celebrations**

we **care** like
family

Portofino Update

Monthly Newsletter



Vacanti

Servizi Outings





Servizi Active Minds Session



Monthly Newsletter

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 News and Services

Save the Date

Thursday 2nd May
Food & Fun

Thursday 9th May
Wine & Dine

Thursday 16th May
Food & Fun

Thursday 23rd May
Food & Fun

Friday 31st May
Wine & Dine

(*subject to change, Venues TBA*)

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.

Queries to: Servizi Concierge 0408 126 857

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.