



## Manager Update

Welcome to April 2024,

The Sylvan Woods team would like to welcome residents, Family members, relatives, and Friends into National Stress Awareness Month in April. The significance of April brings the importance of mental and emotional well-being to the workforce, families, friends, and relatives.

In March, Sylvan Woods facilitated the "Resident Experience Survey" in conjunction with the Department of Health and Ageing in March. Sylvan Woods management is honoured to announce feedback captured by the official as part of the survey, that our residents expressed a great level of satisfaction and comfort in being part of the family. Additionally, Our residents expressed happiness and confidence in the Sylvan Woods team for the care being received, being heard and inclusiveness in decision-making, and ensuring Respect all the time. The Sylvan Woods team is grateful for this amazing feedback and authenticates the implications of Vacenti values

Electron Commission of Queensland attended the site on the 06th of March for Local Government elections with a mobile polling booth. Sylvan Woods team supported the electoral personnel in the execution of elections in Café. The Electoral Commission successfully managed to attend to the listed residents and greatly appreciated the support provided.

Sylvan Woods is Excited to announce our new member of the team and Chef "Praveen Singh. Praveen will be moving to Sylvan Woods from the other Vacenti Facility. Praveen is excited about this opportunity and will be commencing his role on the 08th of April. Please welcome Praveen to our family.



Sunny Singh  
Facility Manager

we care like  
*family*

Sylvan Woods Update

# Monthly Newsletter



## Manager Update

Sylvan Woods had a Gastro outbreak in March as well. The clinical and care team managed this situation very efficiently. The clinical team promptly notified Public health and worked collaboratively for the provision of evidence-based care for our residents. Public health had to declare the facility as a Gastro outbreak due to three symptomatic residents. However, dedicated team effort and delivery of evidenced safe practices ensured Gastro outbreak was short and sweet.

Sylvan Woods clinical team successfully facilitated and delivered COVID clinic in March. Residents received their 6th dose COVID vaccine as per the schedule.

Lifestyle and Servizi officers organized a bus outing for our residents to Redlands Sporting club. Participating residents had good fun as a group and appeared very happy.

Have a wonderful month and feedback is always warmly welcomed.

Kind Regards,

Sunny Singh  
Facility Manager



Training update



Infection Control Month

During the month of March Sylvan Woods staff have participated in education regarding infection control.

This has become particularly important due to recent surges in Covid and gastro cases in the community. Staff have been shown how to don and doff PPE to minimise cross contamination as well as the importance of hand hygiene.

Residents also participated in a demonstration which showed how we use Glitter bug potion as a tool to educate how a poorly done hand wash doesn't remove all germs!

Kind Regards,  
Victoria Wierstra



Victoria Wierstra  
Training Facilitator



### *Lifestyle Update*

March has gone so quickly, I would like to say thank you to Nicola our lovely receptionist on the weekends for coming on the Tuesdays, Wednesdays, and Thursdays to help out whilst I was away on holiday.

We had another lovely concert with Craig Shaw, residents and staff where all having a lot of fun.

Residents and staff were dancing and singing to their favourite tunes it was a lovely first day back.

Birkdale South State School students had written the residents some wonderful letters such a beautiful surprise for the residents.

We had a lot of fun decorating easter hats even some family members joined in.

Lunch at the sporting club was extra special as we celebrated Heathers Birthday on Monday, and there was a surprise for her. Some of Heathers friends showed up with a birthday cake for her to share with everyone, but we brought it home as everyone were too full from the very nice lunches we all had.

April we will have a pop-up shop come in on the 18th of April at 10.30am to 11.54am selling little pot plants and other things to brighten up their rooms or for a present. Not sure on Prices yet. Everyone is welcome to come and have a look at Petals in Pots Pop-up Shop.

There will be a service on Anzac Day starting from 10.30 am in the courtyard. Service will be held By Peter and Karen as they do every year with a High Tea after. Everyone welcome but please let us Know for Catering purposes if you would like to join the service.

Please don't hesitate to contact myself or Michelle on the weekends if you any concerns about your loved ones or any feed back thank you hope everyone has a great month.

Kind Regards,  
Coreene



Coreene Perkins  
Lifestyle Coordinator

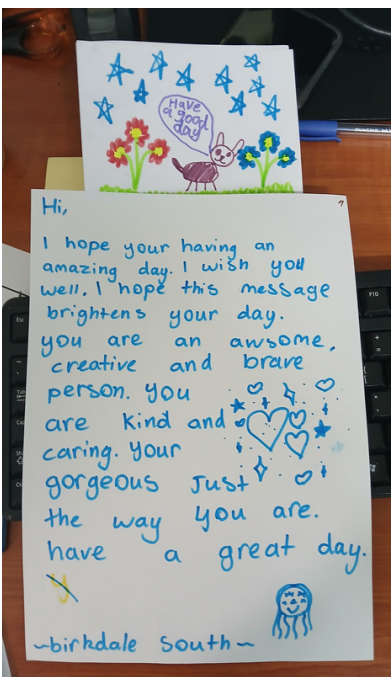




*Lifestyle Update*



Pet Visit, a letter from a student at Birkdale South State School and Easter Craft.





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*family*

Sylvan Woods Update

Monthly Newsletter



*Lifestyle Update*



Lunch Outing





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Sylvan Woods Update

# Monthly Newsletter



## *Lifestyle Update*





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Sylvan Woods Update

# Monthly Newsletter



## *Lifestyle Update*



Concert with Craig Shaw







*Lifestyle Update*



Easter Bunny Visit

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Sylvan Woods Update

# Monthly Newsletter



**SERVIZI**  
Premium Services

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## Servizi News and Services

It has been a busy and fulfilling month for Sylvan Woods as we are seeing lots of new faces joining our Servizi family.

Some new residents on our respite packages have decided to join us permanently which brings our facility numbers to 53 residents.

As I am learning more about our residents it helps me to give an enhanced and more specialised experience for our residents.

We have also had Sonia our in-house Hairdresser visit every second Wednesday and our residents are looking very clean cut and terrific, it also helps to boost their mood to have a session in the hairdresser's chair and show off their new looks.

Kind Regards,  
Angela



Angela Batt  
Servizi Concierge



## 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).

Daily coffee and cake encourage a trip to the cafe to socialise and connect with fellow residents and staff.

Special events such as a theatre trip, fishing trip or sports event can be organised and some residents have enjoyed a day at the movies.

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.

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### Introducing Servizi Premium Services

Back in June, we highlighted our Servizi Premium Services across social media to explain the service and the benefits associated with the programs and activities provided, you can scan the code to read the article for further information

