

# Opal Moments

Welcome to  
Opal Aged Care

Opal Moments is our magazine that keeps you up to date on what's happening across the organisation.



specialist aged care

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Meet Phyllis, one of our residents and hear her story.

Thank you to all our residents and staff for allowing us to use their photos in our publications.

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Trading name: Opal Aged Care | Legal entity name: DAC Finance Pty Ltd





# Welcome to our seventh edition of Opal Moments

Welcome to the seventh edition of Opal Moments, the magazine where we share stories about our residents, staff and the new initiatives we’re undertaking at Opal Aged Care. As we bring you our winter issue, the days may have turned colder but we certainly haven’t slowed down – we’ve got lots of news about the exciting things that are happening across our homes.

At Opal, we believe the aged care sector must evolve to meet the needs and expectations of today’s residents and families. As an industry, we must be dedicated, transparent and focused on providing consistently excellent care.

On page 3 in 'Working together to transform aged care', we share how we’re putting the customer at the centre of everything we do. So what does this really mean? In a nutshell, it’s about listening to you and understanding what’s truly important. By acting on what

we hear, we can do the things that make a real difference to the happiness and well-being of our residents and families. In this story we explore what’s most difficult about the journey into aged care, and some ways we’re helping to make it easier.

Still on the topic of transforming aged care, on page 7 we’re delighted to introduce you to our new CEO, Rachel Argaman. Rachel joins us from the hospitality sector, where she’s spent many years working for leading hotel and accommodation company, TFE Hotels. Rachel is absolutely passionate about creating a sense of belonging in our homes, so

**At Opal, we believe the aged care sector must evolve to meet the needs and expectations of today’s residents and families. As an industry, we must be dedicated, transparent and focused on providing consistently excellent care.**

that residents can truly enjoy their later years.

On page 9 you can read about how we’re growing bigger to meet the needs of WA communities. Our General Manager for WA, Daymon Joseph, explains the thought process and planning that’s gone into our growth in WA, and talks about how we’re designing our new homes to create great experiences for residents.

You may recall that in our last issue we talked about our amazing new Concentric Rehabilitation Centre at Opal Cardinal Freeman. On page 13 you can read the stories of two people who have achieved life-changing results at the clinic; and learn about our plans to bring this experience to more of our homes. This is integral in providing a broader range of services to support your well-being and happiness.

We know that families who have a loved one diagnosed with dementia or other health concerns,



Turning the first sod on the Opal Winston Hills development.

often want to care for them at home for as long as possible. This can be emotionally rewarding but also very demanding. Opal is supporting families to keep their loved ones at home with our day respite care services. On page 15 we hear from two families getting the help they need through Opal Meadowglen’s respite care.

For me, one of the best things about working for Opal is building relationships with our wonderful residents and staff. So many of our residents and staff have led fascinating lives, I loved reading the

stories of Opal Lakeview resident, Phyllis Barnes (page 17); and Care Manager at Opal Denhams Beach, Naomi Mulwa (page 19). Read about how Opal Endeavour has beautifully captured some of the memories of their residents’ lives, and published these in their 'Pinches & Handfuls' recipe book on page 23.

I recently had the pleasure of giving out the Opal Leadership Awards to recognise our homes that are consistently achieving the very highest standards of excellence. Congratulations to

Opal Canterbury, winners of Home of the Year. You can read about how Facility Manager, Mupariso Nwachukwu, and the team achieved this fantastic result, and find out about our winners across all the award categories, on page 21.

Finally, I hope you enjoy reading the news from across our homes as well as some recent feedback we’ve received from our residents and their families. Our new activities section includes a word search puzzle, and a delicious recipe from former resident and passionate cook, Valerie.

Thank you for all your support and input over the last few months, I hope you enjoy reading this edition of Opal Moments. We’d love to hear your thoughts about the magazine. You can tell us what you think at:

[feedback@opalagedcare.com.au](mailto:feedback@opalagedcare.com.au)

Sean Bilton  
Acting Managing Director







How we’re listening to you to create better aged care experiences.

# Working together to transform aged care

Life is full of milestones – leaving school, getting your first job, possibly getting married and having children. Later in life there’s retirement, with more time for hobbies and maybe even grandchildren to look forward to. Moving into residential aged care is another significant milestone; but sadly, it’s one that’s often viewed with trepidation.

At Opal, we’re working to understand what makes this transition so difficult, and how we can make it easier. We realise that nobody knows more about the Opal Aged Care experience than our residents and families. So, over the last six months we’ve spent time listening to you; and we’ve learned a lot. You told us there are two especially challenging points in the aged care journey: making the decision to move into aged care, and the first few months of living in the home.

**Moving into aged care**

Moving into residential care can mean gaining new friends, new hobbies and the support you need; but it is also a time of loss. Residents may feel they’ve lost their independence and their home life; families feel the loss of having their loved one at home.

We understand that when families entrust their loved ones to us, they expect that they will be treated as well as they would be at home. It’s important that we help new residents to develop a sense of belonging, and families to feel comfortable that their loved one is being well cared for.

“ When we were told Ron would have to go into aged care I was absolutely terrified. I needed my son and daughter with me every time we went through a facility because I was totally traumatised. From the time I parked the car in the car park I would just cry all the way

through every facility. But here, they seemed to have a more friendly, caring environment and that’s why we chose it. Even then, I’d have been lost without my son and daughter to do the paperwork for me.”

– Gail, wife of Opal by the Bay resident, Ron

**A warm welcome**

Coming to Opal should feel like coming home, so we’re inventing new ways to give first-time residents an especially warm welcome. We’ve introduced welcome gifts – new residents in permanent or respite care now receive a pack of premium L’Occitane products. This comes with a personal card to say how happy we are to welcome you to the home.

In the coming six months we’ll also be introducing a welcome guide, which contains all the information new residents need to settle in. The welcome guide will

be similar to the comprehensive guides seen in luxury hotels, with information on the menu, services, facilities and how to find or request anything you need.

“ When new residents arrive, they can be pretty disorientated. Typically, they voice their concerns to their family and

communicate through them, because they don’t yet know us well enough. But we pay a bit more attention to them, ask lots of questions and check in a lot more, to encourage them to communicate their needs or concerns with us. The lifestyle team spends time with new

residents one-on-one to find out what they enjoy doing, and fit the activity program around the resident, rather than fitting the resident into the lifestyle program.”

– Rachael, Assistant in Nursing, Opal by the Bay



Our lifestyle programs are developed to cater for each residents interests.



Living in the home

Getting used to living in a new home takes time, and even more so when you're moving into residential aged care. Inevitably, life in aged care is going to be different in some significant ways to how you lived in your old home.

“ I do miss all the little things about being at home, but I'm not complaining because they're a lovely bunch of people here and I class them as friends. Not a nurse and a patient, but friends. The attitude of the doctors and nurses is what helped me settle in and get used to it. It really surprised me how friendly they are, always laughing – it's a very happy place. All the hospitals I've been to are very strict places, certain times to do this and that, but this place is entirely different. I've made a lot of friends here.”

– Trevor, Opal Oceanview resident

We want to make life at Opal as much like home as possible – and one way to do that is with food.

Food connects us with our culture and heritage and brings us to the table to dine together with family or friends. It's a source of comfort, connection, health and well-being.

Enjoying the flavours of home

“ Roast lamb is my favourite; it reminds me of my childhood, when Dad used to slaughter the sheep and cook the meat in a camp oven. We do enjoy the food we eat here, our chef Glenn is doing a very good job.”

– Jo, Opal Windward Manor resident

To help residents feel at home, we want them to enjoy the flavours and cuisines they prepared, shared and enjoyed at home. To make this possible, we're updating our menu in August 2018 to provide more international dishes. As just one example, as well as traditional fish and chips on Fridays, we'll be giving homes the option to serve either a Yum Cha or a Meze. These are meals traditionally shared together as a community

or family, and we hope they'll be enjoyed by residents together in our homes.

Flexible dining

When we live at home, we decide what we'd like to eat and when – and we prepare it fresh each time. In some of our homes we've been trialling a more home-like dining experience, letting residents order their meal when they're ready to eat, and delivering it, freshly-prepared and piping-hot to their room. This has been a very successful trial so far and we hope to roll it out to more homes in the next 12 months.

We're also looking at ways to be more flexible when you choose to eat in our dining rooms. Eight homes have been trialling a breakfast buffet which lets residents dine at any time between 7:30am and 9am. We hope to extend this option to more homes, and to provide the same kind of dining choice with lunch and dinner.

Let's keep talking... and listening

We've been privileged to hear from so many of you. We hope that by continuing to listen to our residents, families and staff, we can keep improving what we do and ultimately make the transition into aged care easier.

Share your thoughts

We'd love you to join us at the regular family and resident meetings in our homes, so we

can hear how you think things are going. There are feedback forms available in all our homes, which you can use to submit feedback at any time. When you fill out a feedback form, it's reviewed by the Facility Manager who passes all feedback, positive or negative, to the appropriate department for action.

We're also developing a Customer Pulse Survey – a way to regularly

check in on how residents and families are feeling. This will help us to know what we're doing well, and what needs improvement.

Tell us what you think about the new services we've introduced or let us know what would make you feel more at home at Opal.

Email us at

feedback@opalagedcare.com.au



At Opal we're working hard to make you feel 'at home', we value your feedback to help us keep improving.



# Meet our new CEO – Rachel Argaman

Opal is inspired to transform the aged care experience for Australians. After a thorough search for the right CEO to steer us to our destination, we're delighted that Rachel Argaman will be joining us this August. Rachel brings a wealth of experience in the hospitality and accommodation industry, joining Opal from TFE Hotels where she was CEO for the past 11 years.

TFE owns and operates well-known hotel and accommodation brands, including Travelodge, Rendezvous, Adina Apartment Hotels and Vibe Hotels. Rachel spent 20 years at TFE Hotels, including roles in sales and marketing, operational leadership, and property development. Organisational culture is very important to Opal, so it was important that, at TFE Hotels, Rachel built a great culture based on the philosophy that, "Companies don't succeed, people do", with the company's WHY being to 'make a difference' and create great memories for their guests.

Like Opal, TFE Hotels is a fast-growing company with more than 3,000 team members across 73 hotels in five countries, and 26 new hotels in the pipeline. As part of our growth program, Opal has 72 aged care homes across Australia, with another 25 in the pipeline. It's all part of our plan to help meet the current and future needs for aged care in Australia.

Opal's Chairman, Professor Peter Shergold AC, explains why the Opal Board looked outside the aged care sector for the company's new CEO, "We believe that Opal, and the aged care sector as a whole, has to move from providing institutional care to offering high quality, home-like environments where the experience is tailored to the individual resident's preferences and needs. Rachel is passionate about customer service and will bring a fresh perspective to improving the experience for residents and families across all our homes. She also brings proven leadership skills and expertise at the helm of a complex and fast-growing organisation."

Explaining her move into aged care, Rachel says, "I don't think that I have 'left hospitality'. In an era where the voice of the customer is ever stronger, and rightly so, I believe that going to an industry in which the customer experience (residents and families) needs to be front and centre stage keeps me squarely in a service and

customer centric space. Moving into aged care felt like the right step for me on so many levels. Transforming the experience for Australians in their later years is a big challenge, and an important one. While we must always provide excellent clinical care, we can never forget that human connection is at the heart of well-being. Everyone deserves to live with dignity, respect and relevance. My hope is that we can nurture a sense of belonging, so our elders can truly live and enjoy their later years. To achieve this, we can help residents stay in contact with their communities and deliver a personalised, customer-focused experience to residents and their families."

Rachel is looking forward to joining the Opal team and working together with us to make a real difference to present and future residents and their families. One of Rachel's priorities will be introducing more hospitality-like experiences for residents in aged care – something we can all look forward to!

Got feedback, ideas or suggestions for our incoming CEO? Email [CEO@opalagedcare.com.au](mailto:CEO@opalagedcare.com.au)

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Rachel Argaman brings a wealth of experience to her new role as Opal CEO, commencing August.





Opal is growing to meet the needs of our ageing population across Australia. Nowhere is the need greater than in Western Australia, where the population aged 65 and over will have tripled by 2026.<sup>1</sup>

# Opal in WA – A story of growth and opportunity

We’re excited to be rising to the challenge with four state-of-the-art Opal homes in development in WA, all to be open to residents within the next two years. This commenced with a state-of-the-art addition at our Geraldton home with a 40 bed extension at a cost of \$11m.

It’s all part of the plan for WA

Daymon Joseph, Opal’s General Manager for WA, explains the strategy behind the location of the new homes, “Our existing homes at Melville and Murdoch are located south of Perth, in an area with one of the highest

populations of people aged 80 and upwards in Australia. There’s already a high number of aged care beds in the area, but it’s estimated that around 1,500 more are needed.

“That’s why it makes sense to redevelop Opal Applecross, providing an additional 60 beds and beautiful new ensuite rooms, which align to the high standard of accommodation the community expects today. Opal Alfred Cove is a brand new development in the Southern Corridor and will deliver another 120 beds that are much needed.

Finally, our new home at Treeby will complete the picture, catering for a growth area between our Murdoch and Armadale homes.”

Daymon says planning for a second phase of growth will likely extend to the north of Perth, “We anticipate that our new home at Carine will be the first of several new homes that we’ll deliver over the next five years, north of the river. There’s a significant shortage of aged care beds in the north, although the situation is not quite as pressing as in the Southern Corridor.”

<sup>1</sup> Australian Government Department of Health, 2008

NEW DEVELOPMENTS

Opal Carine	Opal Alfred Cove	Opal Applecross	Opal Treeby
145 beds	120 beds	150 beds	120 beds
32 MSU beds	19 MSU beds	20 MSU beds	17 MSU beds
Open 30 July 2018	Open April 2019	Open July 2020	Open July 2020

4 NEW AND RE-DEVELOPED HOMES

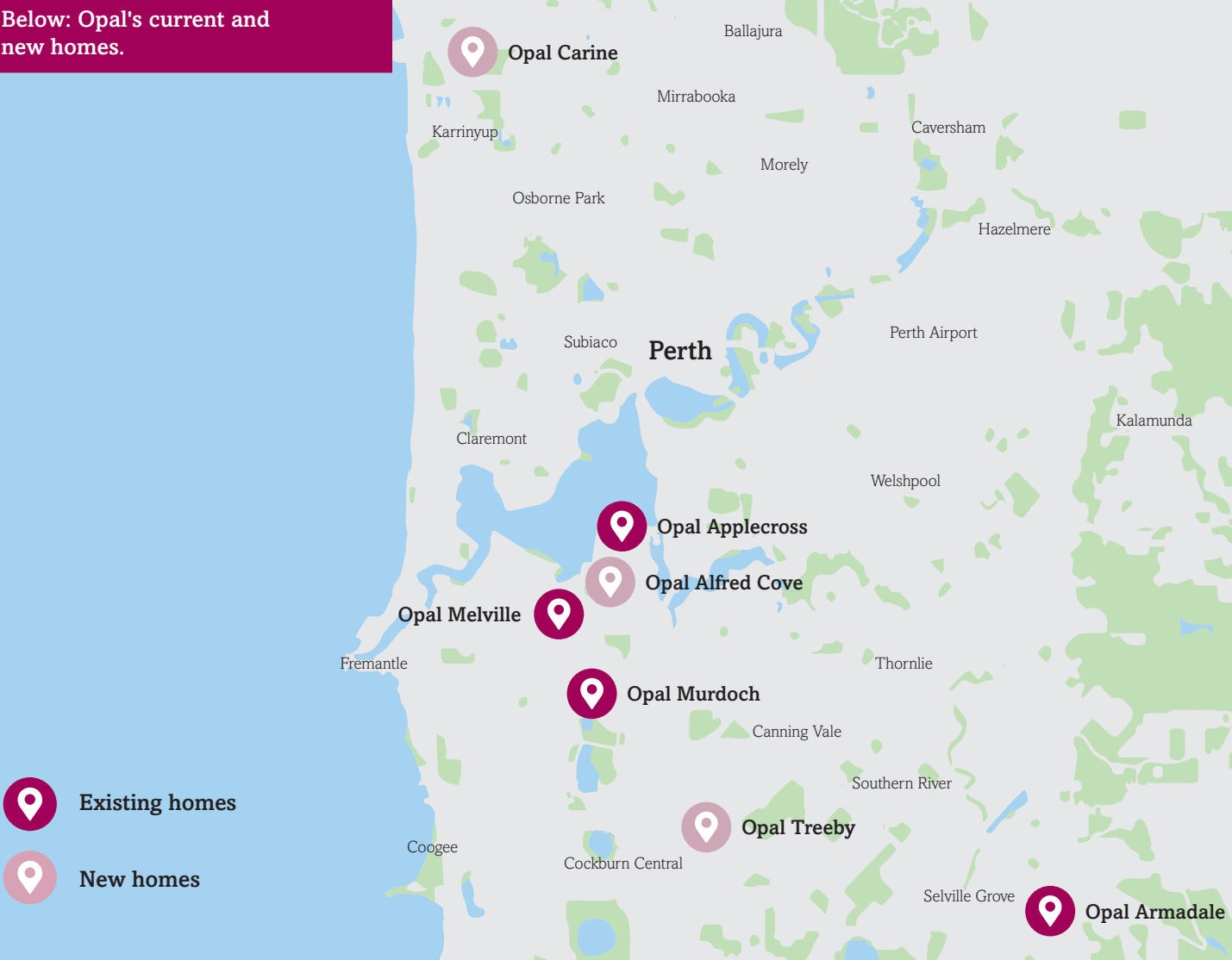
495 total new aged care beds (including Opal Geraldton)

550 new jobs for the region

\$156 MILLION total investment

88 TOTAL MEMORY SUPPORT PLACES

Above: A snapshot of Opal's WA growth.  
Below: Opal's current and new homes.





Designed for well-being

All four homes have been designed to offer high quality clinical care alongside a great lifestyle. Residents will have a choice of rooms including singles with ensuites and companion rooms, with beautiful living and dining areas alongside gardens, terraces and outdoor spaces. Residents will enjoy the choice of everyday comforts such as WiFi, Foxtel and in-room telephones.

Each facility will offer specialist care and purpose-built dementia facilities, including sensory gardens that can be safely explored and enjoyed by residents with dementia. The homes will also have hairdressing salons and on-site cafés with alfresco dining, open to local residents and the community.

Opal Carine will be home to Opal’s second Concentric Rehabilitation Centre for physiotherapy, based on the highly successful concept introduced at Opal Cardinal Freeman last year (you can read more about the amazing results our residents are experiencing at the clinic, on page 13.)

The new clinic at Opal Carine will occupy a generous space, fitted with state-of-the-art specialised equipment.

A Concentric Rehabilitation Centre is also planned for Opal Treeby, while Opal Applecross and Opal Alfred Cove residents will benefit from a modified version of the service, due to space restrictions on those sites. Daymon says, “We’ll provide some specialised physiotherapy services on-site on a smaller scale, but we’ll also ensure that residents have the opportunity to travel to Opal Carine and ultimately Opal Treeby to enjoy the full Concentric Rehabilitation experience.”

Daymon explains the difference in building new homes, “Opal Carine is the first new building in WA in Opal’s history, so redesigning and developing these incredible

**We’ve been able to think deeply about what kind of home will deliver the best possible lifestyle for residents, combined with the highest quality clinical care. Bringing that vision to life is an exciting journey.**

new homes is a big deal for the team here. We’ve been able to think deeply about what kind of home will deliver the best possible lifestyle for residents, combined with the highest quality clinical care. Bringing that vision to life is an exciting journey.”

It takes a team

Daymon highlights the commitment of the WA team in bringing the new homes to market, “What I love at Opal is that everyone from the kitchen team to the direct carer is committed to the same cause; providing high quality care and making residents’ lives better. Having that common goal creates a feeling of belonging and a sense of ownership that’s hard to beat.

“The team here has been resilient, focused and just got on with doing a great job. We’re already seeing the results: we’ve been able to attract quality people to work in the new homes, we’re getting lots of enquiries, our Opal Carine home is filling up fast, and the future looks extremely bright.”



Alfred Cove artists impression, due for completion April 2019.



Above: Opal Geraldton’s recent upgrade delivers an improved facility with a 40 bed extension to cater for local residents.

Below: Turning the first sod on the Opal Alfred Cove development.







In the last edition of *Opal Moments* we told you about our new, state-of-the-art Concentric Rehabilitation Centre at Opal Cardinal Freeman. This time, we're excited to share the stories of two clients at the centre who have experienced transformative results.

# Transforming lives through physiotherapy

Opal Cardinal Freeman was one of the first residential aged care homes to offer specialised physiotherapy and exercise. The centre's purpose is to help residents manage pain and improve physical function, while enhancing their overall well-being and health. It's all part of Opal's vision to help people get the most out of their later years.

George Yusef is one resident who is already experiencing the benefits. George had a stroke almost four years ago, which left him in a wheelchair. When the Concentric Rehabilitation Centre opened, George attended the open day with his wife Christine. The centre's team of highly qualified physiotherapists quickly identified that he had some leg strength, and put together a tailored physiotherapy program to help him regain the ability to stand out of the wheelchair and transfer into the car. After three months of working with his physiotherapists, George is able to do exactly that –

making it easier for him to visit his much-loved children and grandchildren.

George has also regained upper body strength through his program at the centre. Angeline Violi, Concentric Rehabilitation Director and Physiotherapist said, "Our clients with neurological conditions are improving strength, confidence and function working with our physiotherapists and specialised equipment. George has been using the 'FitMi' and as a result, he's able to use his affected limb much more as well as increasing his upper body strength. His torso is more stable, so he's not leaning to one side as he was before."

**The centre's purpose is to help residents manage pain and improve physical function, while enhancing their overall well-being and health. It's all part of Opal's vision to help people get the most out of their later years.**

The 'FitMi' interactive device is just one of the specialised pieces of equipment for stroke rehabilitation at the centre. The device helps clients repeat particular movements, to engage and stimulate the brain, encouraging neuroplasticity (the process of rewiring the brain).

The Concentric Rehabilitation Centre is open to the public, in line with Opal's goal of maintaining residents' connection with their local community. This is how Marnie came to be a client at just 19 years old. Marnie lost coordination in her limbs following a stroke and was living in a wheelchair. The Concentric Rehabilitation team developed a physiotherapy program for Marnie, which included using the specialist 'LiteGait' machine, a device that helps people with hip or knee replacements, or recovering from a stroke, to learn to walk again. Through intense rehabilitation Marnie is increasing her leg strength and coordination, and can


now walk alongside a wall, or with the support of just one therapist.

Marnie has big dreams for the future, "My goal is to be able to do things independently, and one day go to the Olympics. When I

get to the Paralympics I'd like to compete in the para-equestrian dressage event."

The Concentric Rehabilitation Centre is making such a difference to the lives of residents and

community members at Opal Cardinal Freeman, that we now have plans to introduce Concentric Centres into our upcoming new homes in Bankstown, Carine and Winston Hills.

 **Watch George's story:** [opalagedcare.com.au/georges-story/](https://opalagedcare.com.au/georges-story/)  
**Watch Marnie's story:** [opalagedcare.com.au/marnies-story/](https://opalagedcare.com.au/marnies-story/)



The Concentric Rehabilitation Centre team is helping Marnie to achieve her future goals.





Opal’s respite care options let you choose the support that suits your family.

# Support for you and your loved one

Learning that a loved one has health problems or dementia is very upsetting for families. Under these circumstances, many families choose to keep their loved one at home for as long as possible. While this can be emotionally rewarding, it’s also a big commitment. Caring for someone with health problems or dementia is a 24/7 job which can push all other priorities to one side – including your own career, relationships, sleep and time for relaxation and hobbies.

Fortunately, you don’t have to shoulder the load on your own. Opal offers 'Day-Stay' and longer term respite care. This means that your loved one can come to one of our homes for a day, overnight or longer term (for example, staying with us during the week and with you on the weekend). Our short stay residents are treated like part of the family, benefitting from nurse-led care, delicious freshly prepared meals, and a wide range of activities tailored to their needs and preferences.

Respite can provide the perfect stepping-stone between full-time care at home, and full-time residential aged care. We spoke to the families of two of our respite care residents from Opal Meadowglen to find out how respite care works for them.

Lori Luele’s father, Arnaldo Barlocchi was a shoe-maker by trade. With a wife and two daughters, Arnaldo was enjoying retirement when he first started showing signs of dementia six years ago. Soon after, his wife died from complications of diabetes; and Arnaldo was subsequently diagnosed with Alzheimer’s. He has been attending day respite for about a year, gradually increasing his days from one or two days a week, up to his current four days.

Lori says, “Dad’s Alzheimer’s has progressed to the point where it’s very hard now. He doesn’t know where the toilet is and there’s no way he can shop, cook, or provide food for himself. When he goes into respite, it’s amazing because I just

need that break for myself. He’s not aggressive at all, but recently when I want to give him a shower, he doesn’t like it. So that’s another way respite helps; I sometimes ask them to give him a shower, because – as his daughter – I find it difficult.”

When Arnaldo is at Opal Meadowglen, Lori is able to catch up on things she can’t do when he’s at home, “I clean and disinfect his room, clean the shower and then I have a bit of time to myself. I’ve always loved walking so I try to fit that in, or I do some baking. It’s really just time to try and get myself a bit less stressed.”

Lori describes how Arnaldo has become more comfortable with respite care over time, “When he first started going he felt a bit lost, but it’s definitely easier now. They make sure he’s in the same group or room, so he’s seeing the same faces, the same staff, and they all know him by name. They’re all lovely there, they’re really good. Still, I think he’s got a good balance now because he



Respite care and day respite helps families balance caring for their loved ones with other commitments.

has that one-on-one time with me at home. We get to mix it up a bit and I think that’s better for both of us.”

Julie Harris’ mum, Joyce Rumble also attends respite at Opal Meadowglen. Julie echoes Lori’s views about the benefit of a balance between home and care, “A lot of people don’t realise there’s such a thing as day respite. They think you have to have someone come to your home during the day if you want to go shopping or whatever – and that’s what I thought in the beginning too. I think a lot of people resort to putting their family member into full-time residential care because they feel there’s no other option; but there is a middle ground. I look back now and I think maybe if I’d known about respite care when I was working I wouldn’t have given up my job.”

But Julie did give up her job as area manager for an industrial gases company to care for Joyce, following the Alzheimer’s diagnosis around five years ago. Prior to the

onset of dementia, Joyce was an active retiree who loved craft and volunteering at her local hospital. Now, she attends respite care three days a week, which has allowed Julie to embark on a new adventure.

Julie explains, “I am following my dream to be a patisserie chef, which is only possible because mum goes to respite care on my study days. She’s been going for two years now and she’s only there during the day, so it’s a great transition for her. She loves the place, the people, the nurses, so when the time comes for her to move into full-time care it will be a lot easier for her.

“Caring for someone with dementia is a full-on job. As well as the opportunity to pursue my studies, respite care gives me a break. Mum doesn’t sleep well at night, so in the school holidays I can drop her off and then come home for a sleep if we’ve had a bad night. Also, if I’m sick, I get the chance to rest and get over whatever illness it might be, because you have to look after

yourself if you’re going to be able to look after your parent. Respite care gives me my independence and sanity; and mum gets interaction with other people in an interesting environment. I highly recommend Opal, I love the people there, I’ve got to know them so well over the last two years and I think they’re just fantastic.”

**Did you know?**

- Respite care is available to anyone over the age of 65, or with a disability.
- If you have an aged care assessment in place, you qualify for resident respite each year. If not, we also offer private respite care at an agreed daily rate.
- Day-Stay respite is available at many of our homes from 9am to 5pm, Monday through Friday.

**Learn more about respite care at Opal:**

**Call us on** 1300 362 481  
**Visit** [opalagedcare.com.au](http://opalagedcare.com.au)



Phyllis Barnes is a resident at Opal Lakeview in Victoria, who will celebrate six years of living in the home in December 2018. We took some time to chat with Phyllis about her life – here's what she told us...

# A resident's story – Phyllis Barnes

**Q. Phyllis, where are you originally from?**

**A:** I was born in Lancashire, England, in a little town called Oswaldtwistle, near Blackpool. I had one sister and we lived with our grandparents who were lovely people, very gentle and placid. I went to school in Oswaldtwistle and then I went to work in the local textile mill when I turned 14. At 20, I married my Don and we had a baby a year later – my first son, Paul.

**Q. How did you come to live in Australia?**

**A:** Don and I emigrated to Australia when I was 21. We came over on the ship as "Ten Pound Poms". The ship took a long time and went to lots of different places, including a six-week stay in Malta, where we had a lovely time. We had a one-year-old baby, so we were given a cabin on the promenade deck rather than down below, which was very nice.

**Q. What was life like once you settled down in Australia?**

**A:** We went to live in Adelaide for three years, then my husband got a job in the Snowy Mountains scheme as a civil engineer. We stayed there for 13 years and my daughter Christine and youngest son Mark were born there, in Cooma Hospital. After that, Don got a job in Frankston and we went down to live there. He retired when he was 57 and we lived in Metung. We had a lovely time together until he passed away ten years ago. We discovered Tasmania and went over there seven times, it's such a beautiful place – we just loved it.

**I decided to come to Opal Lakeview for respite – and I liked it. I had a beautiful room facing the fountain, and I said, "If I can have that room, I'll come here permanently," well, they gave me the room, and here I am!**

**Q. What brought you to Opal Lakeview?**

**A:** After my husband died I planned to go and live with my oldest son, Paul, but he died suddenly of a heart attack aged 53. That was a big shock, and then I was diagnosed with cancer. I ended up in hospital and I got very depressed. My daughter and son were travelling often from Melbourne to visit, and I could see they were worried about me, and that they were getting tired. So, I decided to come to Opal Lakeview for respite – and I liked it. I had a beautiful room facing the fountain, and I said, "If I can have that room, I'll come here permanently"... well, they gave me the room, and here I am!

**Q. Looking back, what are some of the highlights of your life so far?**

**A:** There are so many... one highlight was when we went back to England in 1976 and took Christine and Mark with us. We saw all our family and friends

and travelled around for six months in a motor home. It was a wonderful trip. Another highlight was starting a volunteer meal service for the sick and elderly people in Metung. I cooked more than 50 meals a week for 23 years – I was 73 when I stopped. Word got around that the food was good, and people kept ringing up! I did the shopping and the cooking. My husband helped me and drove the bus to take them all out on picnics. Once a month we'd do a three

course evening meal and dress up with dancing and music. I had five helpers who would come and serve. It was a good time, lots of fun.

**Q. What do you enjoy about life at Opal Lakeview?**

**A:** I've enjoyed every minute at Opal Lakeview, I really have. My room is very cosy, I've brought some furniture that my husband made from home. I enjoy spending time here, doing my crocheting and

colouring. I love it when we have music and dancing, I play cards with a friend and I enjoy bowling, although I haven't been for a while. The best thing though is the staff – they are all so kind, every one of them, they really go out of their way to make you feel happy and comfortable.



**Watch Phyllis's story:** [opalagedcare.com.au/phyllis-story/](https://opalagedcare.com.au/phyllis-story/)



Phyllis enjoys spending time in the garden at her Opal Lakeview home.





We sat down with Naomi Mulwa, Care Manager from Opal Denhams Beach, to talk about her time at Opal, and what she loves about her role.

# Meet the team – Naomi Mulwa

Naomy Mulwa is Care Manager at Opal Denhams Beach in New South Wales. Since childhood, Naomy’s dream was to work in emergency. If someone was injured, she wanted to be the first to respond and give first aid. Following her dream, Naomy came to Australia from Kenya in 2009, and studied to be a nurse at Murdoch University.

As part of her studies, Naomy undertook a placement at an aged care home in Perth. Surprised at how much she enjoyed it, she took a job at the same facility while she studied to become a Registered Nurse (RN). Unfortunately, once she qualified, the home only had limited shifts available; so Naomy applied for a role as an RN at Opal Denhams Beach in

**Working in emergency didn’t give me the same job satisfaction I got from aged care... I knew that if I could make a difference in somebody’s life and make them smile, then that was my day made.**

New South Wales, where she spent one year before progressing to Clinical Nurse Consultant. After eight months in the position, Naomy felt she’d gained the skills and experience to take on a management role – she applied for and secured the Care Manager role at Opal Denhams Beach. Naomy says, “Working in emergency didn’t give me the same job satisfaction I got from aged care. By the third year of university I’d already decided aged care was the right place for me. My peers would say, “Why would you waste your clinical skills in aged care?”. But I knew that if I could make a difference in somebody’s life and make them smile, then that was my day made. With aged care you are a specialist in all areas, whereas in a hospital you choose just one.”

Naomy also values the education opportunities available at Opal, saying, “At the moment I’m enrolled in the Graduate Certificate of Aged Care Management through Opal. I always knew I wanted to go back to university and develop myself

further, so with Opal that’s a big bonus. You don’t get that kind of support with many employers.

“We also get lots of training on the job, covering things like dementia and palliative care. My team and I had three months’ training on managing difficult behaviours in dementia patients. We came back and put those skills into practice and it made a big difference to our residents.”

Naomy adds, “I want to let student nurses know that you won’t lose your skills in aged care. In fact, you’re going to build on your communication and management skills. You’ll manage staff, you’ll support residents and their families, and you’ll be responsible for making those relationships work – how you respond makes a big difference to whether they are happy or not. In Australia we have an ageing population – we need more nurses, and it’s important that we build pride so that nurses can say, ‘I work in aged care and I love my job’. I can certainly say that.”



Naomy values the opportunity aged care nurses have to make a positive difference to the residents in their care.





Opal Canterbury takes out the top prize at this year's Opal Leadership Awards.

# Opal's Home of the Year

The annual Opal Leadership Awards is a time to recognise and reward the highest standards of excellence across our homes. This year Mupariso Nwachukwu, Facility Manager at Opal Canterbury, proudly accepted the Home of the Year Award on behalf of her team.

Mupariso told us, "It's exciting to be recognised for our hard work at Opal Canterbury. We're doing what everyone else is doing, but consistency and commitment over a long time is what led to this result. We're very proud to have maintained 100 percent occupancy throughout the year and completed accreditation with no recommendations. The care

that we give to our residents is going from strength to strength, and we're very much supported by our community and referrers. Our team is mostly permanent full-time and part-time staff, which leads to good workflows and a consistent, familiar experience for the residents."

**This award is proof that an excellent home doesn't necessarily mean one with the newest facilities or accommodation based all around single rooms. It comes down to delivering attentive and compassionate care that's sensitive to the individual resident's needs.**



Opal Canterbury – Home of the Year Award Winner.

When asked how Opal Canterbury created this award-winning culture, Mupariso explains, "We've tried to create an environment where everyone wants to work, where everyone takes full responsibility for what they do, and where everyone feels empowered. That's lead to a stable team which gives residents a sense of security.

"We've got a very multicultural home here, more than 40 percent of our residents come from an Asian background, so we've recruited staff who speak their language and ensured that our menu caters to their tastes. It's about embracing the culture that's here, including all these different nationalities, and working together with one purpose. That's what makes it a home." Mupariso adds, "The residents know that we've won this award and they are very happy for us, they tell us we deserve it."










We spoke to Jonathan Anderson, General Manager NSW South, to ask how he feels about the win. He told us, "This award is

proof that an excellent home doesn't necessarily mean one with the newest facilities or accommodation based all around single rooms. It comes down to delivering attentive and compassionate care that's sensitive to the individual resident's needs. "The team at Canterbury has a culture that you'd like to bottle and share around the whole organisation. The leadership team has set high expectations for staff, but also engaged with them about the journey to an exceptional

standard of care. They respect their people, regard them as family, listen to them, look after them and develop them. There's a lovely balance where experienced nurses mentor more junior nurses, which means there's a fantastic pipeline of up-and-coming, highly skilled Registered Nurses. "When Mupariso came on board a decade ago, she had work to do to build trust with the staff. She got in there and demonstrated she'd be alongside them to achieve their joint goals – not just to direct

them, but to nurture, support and encourage them. That's been her approach the whole time, and it's borne fruit – quite remarkably so." Congratulations to Mupariso and the entire team at Opal Canterbury from everyone at Opal Aged Care... and to the winners in every category of the Opal Leadership Awards 2018!

## THE AWARD WINNERS

- |   |  |   |
|---|--|---|
|  <b>Home of the Year</b><br>Opal Canterbury        |  <b>Customer Service</b><br>Opal Murray River           |  <b>Community Engagement</b><br>Opal Fernleigh   |
|  <b>Clinical Excellence</b><br>Opal Kawana Waters |  <b>Staff Development</b><br>Quakers Hill Nursing Home |  <b>Home and Garden</b><br>Opal Macquarie Place |
|  <b>Lifestyle Program</b><br>Opal By The Bay     |  <b>Workplace Safety</b><br>Opal Seaside              |  <b>Corporate Team</b><br>Human Resources      |



(L to R) Opal Aged Care Chairman Prof. Peter Shergold, AC, Dean Zatarain, Mupariso Nwachukwu, Everest Muzondo, Jonathan Anderson, and Opal Acting Manager Director Sean Bilton.





Opal Endeavour have put together a collection of delicious recipes, collected from their residents and families, in the cookbook *Pinches & Handfuls*.

# Memories of food, family and friends at Opal Endeavour

In Kaelene Masters’ work as a therapist at Opal Endeavour, she has heard some of the most amazing and moving stories of the residents lives. Kaelene says, “I have heard stories from residents that have lived all over the world from Africa to Siberia, residents who have worked as nurses, farmers, art curators, housewives, teachers, pianists and pharmacists, and residents who witnessed the Holocaust, Nelson Mandela’s imprisonment and children of the stolen generation.”

The inspiration to create the recipe book came from a conversation Kaelene had with a 91 year old lady called Johanna. Johanna spoke about her memories as a young girl cooking with her mother in Germany, she described in vivid detail the aromas and textures of the food, and the feelings she experienced 85 years ago.

This conversation underpinned the idea to create a cookbook which celebrates food, family and

friends. The aim was to provide an opportunity for Opal Endeavour residents to explore concepts of identity and experiences that make us special and different, and to capture and preserve recipes that were ingrained in family history and memories.

As part of the book writing process, cookery workshops were conducted alongside reminiscence therapy. Within these workshops all residents were given the opportunity to cook recipes gathered from the one-to-one and group reminiscence sessions.

Family involvement was fundamental in the creation of this cookbook as many memories, family traditions, and recipes were brought from home. This family interaction aided the process of reminiscence for many residents. Kaelene says, “we found that the stories, tastes, and aromas of these recipes evoked rich memories rooted in family tradition and identity as well as a sense of

belonging. We hope readers enjoy the recipes as much as we have enjoyed listening to the memories and stories that underpin them.”

The team involved in the project were inundated with family recipes, traditions and memories. Recipes turned up on tiny bits of paper, in bibles and in address books. At times a favourite recipe had been lost, so they had to transcribe the recipes from residents’ memories, writing down the pinches, handfuls, touches of this, and splashes of that and converting them into measures of tablespoons and cups.

The *Pinches & Handfuls* Recipe Book is \$25 plus postage with all proceeds raised from the sales of the book donated to Dementia Australia.

**Please contact Opal Endeavour (02) 4754 6000 to order a copy.**



Above: Lorraine, a resident at Opal Endeavour and cookbook contributor.

Below: Hungarian Goulash was a favourite childhood dish for Opal Endeavour resident Erika.





# Getting active to beat dementia

Memory Walk & Jog aims to raise much-needed funds for Dementia Australia. It is also used to increase awareness in the community about the many forms of dementia as well as the support services available to those in need. What started as a small community event in 2004, now brings together tens of thousands of people each year and is one of Dementia Australia's biggest fundraising campaigns.

In 2018, events were held in ten cities across four states. A range of walking and running options meant that participants of any age and fitness level were able to take part. For the third year running Opal was the major sponsor of the Memory Walk & Jog.

Thank you to all the Opal teams, residents and their families who took part in these events, showing your support for people living with dementia and raising funds for Dementia Australia to continue their charitable work.

Congratulations to the team at Opal Varsity Rise who organised their very own Memory Walk, with over a hundred participants, including one resident who walked the full 2.5km route! Opal Varsity Rise raised over \$2,000 which they donated, along with the proceeds from the 'Biggest Morning Tea', to Dementia Australia.





## Opal Anita Villa Pen Pal Program

Kerry-Anne, Lifestyle Co-ordinator at Opal Anita Villa, has started a wonderful Pen Pal Program at their Blue Mountains home. Their first communication was an exchange of postcards between Opal Anita Villa and a home in Tasmania, and has since expanded to writing letters and receiving letters from New Zealand, United Kingdom, Canada and many more countries.

For one resident with some challenging behaviours the letters have become a daily routine, where she writes and addresses her own letters with no assistance from staff. Through her letters she is able to better communicate her feelings and this has allowed the staff to create a tailored program to better support her needs.

The residents get so much joy from the program, especially receiving letters back from their pen pals! In the lounge is a board with a world map and the letters and postcards on display for all to enjoy reading. The group has been able to learn a lot about other cultures and people's way of life in different countries.



The Opal Anita Villa Pen Pal Program helps residents learn about different cultures.

## Opal Fernleigh putting their creative talents to a good cause



Opal Fernleigh having fun and raising funds for a great cause.

April was a busy month for the residents and team at Opal Fernleigh, who were putting together the final touches for their fundraising concert, raising funds and awareness for Dementia Australia.

Residents and staff had been practising for three months in preparation for the concert. This preparation was incorporated into the Lifestyle Program as it provided music therapy, physical exercise and emotional support. Everyone had a choice of how they wished to participate in the concert, some gave singing performances while others chose to dance, and there was lots of audience participation on the day. The team received just as much benefit out of the program, enjoying working together to develop their creative talents

alongside the residents. One of the most memorable performances was a beautiful duet of 'Can't Help Falling In Love' sang by resident Roy Peime and Erika Cristobal, Nurse Assistant. The multi-cultural background of the home was shown through Bollywood and Latin dancing performances, and everyone joined in to sing Waltzing Matilda.

Over 35 residents attended the concert along with their families; local referrers also came along and enjoyed the show. The event was very successful with over \$4,000 raised for a great cause, and the team and residents are now already preparing for the Christmas Concert. Thanks to Irene Harwood, Lifestyle Coordinator at Opal Fernleigh, for the amazing work she put into managing the fundraising concert.

## Reading benefits young and elderly at Opal Macquarie Place

Earlier this year, several residents of Opal Macquarie Place visited the local Good Start Early Learning day-care centre to meet the children and read with them. The children enjoyed the interaction so much that after one resident, Eileen Delaney, finished reading a story the children started crying!

Eileen was then approached by the centre to see whether she would be interested in reading to the children on a regular basis, which she enthusiastically agreed to!

Attending the day-care centre is a highlight for Eileen, where she gets to enjoy a bit of time out from her normal routine at Opal Macquarie Place and see the enjoyment her reading brings to the young children. The children also visit the home on a regular basis to sing, play games and draw pictures with the residents of Opal Macquarie Place.



Esther, Vince and Michael celebrating for a second time.

## A very special occasion for Opal Kawana Waters

When Esther married her groom Michael Owusu, her beloved grandfather Vince Littleford missed out on the occasion due to health reasons which prevented him from travelling interstate. Determined for her grandfather to be a part of her wedding, Esther worked with the team at Vince's Opal Kawana Waters home to recreate their big day at the home.

The second wedding was made very special with an emotional Vince walking his granddaughter down the aisle. At the encouragement of the groom, Vince also shared the first dance honour with Esther and a photographer captured the wedding portraits of the whole family in their wedding attire.

Louise Knight, who looks after client services at Opal Kawana Waters, was happy to help Esther and Michael arrange the recreation of their special day, even standing in as the marriage celebrant. 83 year old Vince sat front row to witness the marriage vows and second 'first kiss'. Vince said, "I feel very honoured to have been a part of my granddaughter's wedding".

Watch the story of the Opal Kawana Waters wedding featured on 7 News:

[tinyurl.com/ybldkfr8](https://tinyurl.com/ybldkfr8)



Eileen reading to the children at the local day-care.



## A royal wedding at Opal Nambour

Residents and the team at Opal Nambour got into the royal wedding spirit on May 17th, by hosting a royal ceremony of their own. ‘Prince Harry of Nambour’ tied the knot with ‘Miss Meghan Sparkle’ in a mock royal wedding. Residents dressed as Queen Elizabeth, Prince Phillip, Prince Charles and Camilla Parker-Bowles joined the large group of residents, families

and staff to celebrate the special occasion. The couple swayed from tradition in their vows with the bride promising to “learn to change the car tyre and refill the window wash” and the groom promising to “always take the rubbish out and try to finish the tasks he starts”. There was much excitement in the lead up to the event with many of the residents being ‘royalists’



Prince Harry of Nambour and Miss Meghan Sparkle tie the knot.

## Current affairs at Opal by the Bay

Weekly current affairs discussions are one of the most popular activities held at Opal by the Bay, and on the 20th April an extra special event was held with the Hon Greg Hunt, Federal Member for Flinders and Minister for Health in attendance.

There was a strong turn out from the residents and their families where the Minister spoke about the work the Department of Health was focussing on regarding aged care and the demand for services and staff in the future. A key theme of his discussion and some personal issues he disclosed from within his family related to the mental health of the elderly, and in particular depression. He said this is an area that is a high priority for the government and that funding was being put into research and programs in the upcoming budget. He then took questions from residents, families and staff for half an hour.

Following afternoon tea, the Minister took a tour of the home where he commented on the lovely surroundings and feel of the home, he said all the residents looked very calm, engaged and happy. Minister Hunt also mentioned that he had opened the home as a junior Minister and appreciated the opportunity to revisit Opal by the Bay.

and seven of the residents United Kingdom ex-pats. Following the ceremony the guests were treated to a delicious ‘high tea’ complete with all the trimmings, prepared by the in-house chef at Opal Nambour.

The event attracted a lot of media interest with 7 News and Sunrise covering the story, and feature articles in the Sunshine Coast Daily and Noosa News. Well done to Dee Jobson, Melissa Nelson and the rest of the Opal Nambour team for putting together such a highly successful event!

Watch the story of the Opal Nambour Royal Wedding featured on 7 News:

[tinyurl.com/y9utz22p](https://tinyurl.com/y9utz22p)



Hon. Greg Hunt, Facility Manager Jamie Broadfoot and resident Roly Caird.

## Opal Cherrywood Grove Men’s Shed



The residents of Opal Cherrywood Grove enjoying some of the Men’s Shed activities on offer.

The Opal Cherrywood Grove Men’s Shed has been a popular addition to the activity program over the past six months. It was identified through resident surveys, that although the activity program endeavours to cater to the varied needs and interests of all the residents, the men did not have any gender-specific activities that they could enjoy together to strengthen the bonds of friendship.

The men were consulted for ideas and input about activities that they may find interesting and appealing. Lifestyle Officers from other Opal Facilities were also contacted to network ideas that have worked for other homes. The feedback was very helpful to get the group started.

So far, the Opal Cherrywood Grove Men’s Shed Group has created wooden card holders for the ‘Eucha’ card group which was formed recently, new Bingo boards, and they have enjoyed watching fishing and ‘Top Gear’ car racing programs. The latest project the men are embarking on is creating mosaic teapot stands.

No matter what their cognitive or physical abilities may be, the men are encouraged to contribute to the group in their own way. This may be by measuring, ruling up measurements, sawing, sanding, undercoating, painting, gluing, or sitting around the work table with music, afternoon tea and enjoying conversation in a relaxed atmosphere with other men.

Some of the Men’s Shed plans for the future are to invite Car Clubs and the Ulysses Motorbike Club to bring some of their vehicles to Cherrywood Grove for the men to enjoy and look over. They would also like to invite guest speakers that the men may find engaging. The team look forward to continuing the Men’s Shed activity and finding other stimulating and creative ideas to bring the men together.

## Opal Ashmore celebrates a special birthday

Doug Stewart reached his 100th year on 24th January with the whole Opal Ashmore community watching on with pride as Doug was honoured at a special celebration.

Facility Manager, Grant Murray, spoke of what a privilege it was to be present at such an achievement and thanked Doug for his service to community and country throughout his career and long life. Doug’s extended family all came from near and far to be with him for the day and his beloved wife Nan was by his side to help cut the cake.

Councillor Dawn Crichlow attended to make the official presentations of correspondence from the Prime Minister, the Governor General and the one Doug was waiting for... The letter of recognition from Her Majesty the Queen!

Following the presentation, there was singing and dancing to some favourite tunes. The Lifestyle teams Meg and Lisa dressed as Doris Day and an array of delicious canapés prepared by the chef and catering team were served. Congratulations on your milestone birthday Doug!



Doug celebrating with his wife ‘Nan’.



## Opal Applecross’ ‘real life’ movie experience

For their March movie night, residents of Opal Applecross had an extra special visitor join them. After watching the Australian movie ‘Oddball’, based on the true story about an eccentric farmer who, with the help of his granddaughter, trains his mischievous dog to protect a wild penguin colony from fox attacks – a dog just like the one from the movie appeared in the lounge area!

Carla Roncati, Lifestyle Coordinator at Opal Applecross, had brought in JJ her own dog that looks identical

to the dog that plays the role of ‘Oddball’ in the movie. Carla says, “the residents couldn’t believe their eyes when JJ entered the room, it was such a surreal 3D experience! Each resident enjoyed having a pat of JJ, he’s a very friendly and gentle dog and he loved all the attention he received.”

Carla had the idea to bring JJ in for a visit when she was watching the movie at home one evening. The resident’s now often ask Carla about JJ and when he is next coming to visit them!



A special visitor arrives at Opal Applecross.



Robert Brown of Opal Salford Park had an interesting career in the armed forces.

## Secret life of an Opal Salford Park resident

Robert Brown, a resident at Opal Salford Park, recently featured in a new book about his secret career during World War II.

At just 20 years of age, Robert, a qualified primary school teacher, was drafted into the Army medical unit, soon after he was assigned to a specialist army unit called ‘Central Bureau’. The unit was given a non-descript name due to the nature of the work they performed breaking the code of the Japanese military.

The Central Bureau’s brief was to identify the location of the Japanese transmitting stations where high-ranking Japanese officers were giving orders, via coded radio transmissions to their forces.

The work done by Robert and his team was so secretive that telling anyone, even their spouses, could

have them charged with committing an act of treason.

In 1942 the Australian decoders had a major break-through, cracking the code and alerting the American fleet commanders of an advance attack planned. ‘The Battle of Midway’ that ensued was highly significant as it effectively ended Japan’s ability to prosecute an offensive war in the Pacific during World War II.

Robert remains humble about his important role saying “we were simply pulling our weight just like every other soldier, we had a job to do and we did it.”

Read more about Robert and other Intelligence workers stories in Code Breakers, Inside the Shadow World of Signals Intelligence in Australia’s Two Bletchey Parks, by Craig Collie.

## Kind words and praise for the caring service received



In January this year my sister passed away at Opal Raynbird Place, Brisbane. She was finally released from the dementia which had led to my placing her in care in the first place.

I was so impressed, and moved, by the care and attention she received in Opal’s residences that I could do no less than tell the Managing Director of the organisation what fine dedicated staff he has working for him.

In October 2013 my sister went into care at Opal Burpengary Gardens following an accident in her home and a stay in hospital. She was angry at first because she wanted to be taken home but the staff gradually calmed her down and to some extent she accepted her situation. During my visits I noted how well-kept the entire

complex was and I liked the areas set aside for residents to do as they liked while still being discreetly supervised. The staff were always very pleasant and at times I accepted their invitation to stay for lunch and dine with my sister.

After about six months I was advised of a vacancy at Opal Raynbird Place and moved my sister there. Again I noticed the attractive gardens and facilities such as a coffee shop and small cinema. Although my sister was becoming increasingly uninterested in her surroundings I knew she was in an excellent residence and was getting the best of care and attention. Whenever I visited, she was always freshly dressed with hair groomed, her room had a pleasant outlook on gardens and no effort was spared to keep her happy and comfortable.

While arranging the funeral a few days after her death Manager Pauline Trudgett offered the use of her boardroom for a post service afternoon tea which was catered and organised by the staff of Raynbird Place. It was a very generous gesture and greatly appreciated. The range of delicacies was superb and it did much to alleviate the sadness of the day.

I would like to convey to Pauline and her staff – from administration to medical, catering and all (including the gardener – my sister liked looking at the gardens) my sincere thanks for all they have done to make my sister’s last days as good as they could be. Their efforts and kindness have been a great comfort to me and my family.





Opal Fernleigh resident, Valerie Cox secretly wrote down her favourite recipes to share with the team at her home.

# Treasured recipes passed on

Valerie Cox was a resident at Opal Fernleigh for over 3 years. Sadly she passed away in February this year, aged 102. Valerie was well loved by the team at Opal Fernleigh, who would often help her with her cross word puzzles. Her other passion was cooking and she was involved in the

home's cooking classes every Friday. Valerie secretly wrote down all her favourite recipes and her family dutifully carried out her instructions to share these with the team at Opal Fernleigh. Along with the recipes, Valerie's three children wrote a special note of their deep gratitude for the 'love,

care and attention' the team had shown their Mum during her time at Opal Fernleigh.

– Below you can find one of the recipes provided from Valerie's personal collection.

## Valerie's Orange Pudding



## Ingredients

1 packet of jelly crystals

1 cup of boiling water

225g of Philadelphia cream  
cheese (at room temperature)

1/4 cup sugar

1/4 cup orange juice

2 teaspoons grated lemon rind  
(optional)

1 dessert spoon of lemon juice

285ml cream, whipped

## Method

1. Dissolve jelly in boiling water.

2. Beat philly cheese until smooth, add sugar, orange and lemon juices (and rind if using) and warm jelly mixture – mix well.

**3.** Chill to point of setting then fold in whipped cream.

## Word search puzzle – World's Longest Rivers

P	I	M	Y	P	C	N	O	K	U	Y	R	I	I
U	U	E	L	O	U	Z	A	S	R	U	R	S	U
Y	N	O	N	I	A	R	A	N	M	S	E	R	I
E	Y	G	R	F	S	M	U	A	A	U	U	E	M
S	O	I	F	O	I	R	S	S	N	R	E	I	I
I	R	N	C	E	Z	T	G	N	A	Y	A	I	S
N	Y	E	C	M	M	E	K	O	N	G	S	P	S
E	I	P	P	I	S	S	I	S	S	I	M	Z	O
Y	O	C	S	I	C	N	A	R	F	O	A	S	U
N	O	Z	A	M	A	M	V	S	R	I	C	S	R
R	A	K	D	E	O	A	O	U	S	P	O	I	I
S	N	I	G	E	R	N	L	D	E	N	S	M	I
S	E	L	I	N	M	E	G	N	A	K	Y	E	S
G	N	E	R	Z	I	L	A	I	S	S	I	O	E

**Search words:**

YANGTZE

INDUS

SAO FRANCISCO

MEKONG

MISSISSIPPI

NILE

VOLGA

MISSOURI

CONGO

PARANA

YENISEY

NIGER

PURUS

YUKON

AMUR

AMAZON

LENA



Each month we receive thank you letters from families and friends expressing their gratitude for our wonderful staff. Here are a selection.

Opal Coffs Harbour (NSW)

I am writing on behalf of Liz and myself to let you know how much we have appreciated the care your staff gave to an old friend of ours, who was a resident of your Coffs Harbour home for almost 8 years.

Our friend passed away in January this year but had lived to the ripe old age of 94. She was not always passed as an easy person to look after, as Liz and I well knew, but your staff did this without complaint and always with a cheerful and friendly attitude. They attended to all her needs and let Liz and I know if there were any important issues.

During our friend's last few days one of your staff was always with her, giving her comfort and security. As it was very difficult for either of us to get to Coffs Harbour in a short time we were grateful for this special care. You couldn't ask for more dedicated staff. They handled everything with dignity and compassion which unfortunately can be lacking in other places. You have every reason to be proud of your staff and I hope you will pass this letter on to your Board so they can see the good work your company does and how much it is appreciated.

Kind regards, her loving friends

Opal Salford Park (VIC)

Dear Sue and the team at Opal Aged Care,

On behalf of my family I wish to thank you all for your sincere dedication and support of our father. As with our mother 15 months previously, the care was exceptional and much appreciated by my sisters and myself.

I hope everyone enjoyed the special cake as this truly was what my father was about for over 50 years. It is sad that we have lost both parents but we are happy they are now united together.

Kindest regards,  
his loving daughters

Opal Palm Grove (NSW)

(Births Deaths and Marriages, obituaries):

In his final years, Sonny was lucky to find a new family friendship with the staff at Opal Palm Grove. They treated him with love and respect, bringing him joy and much needed comfort in his final years. A special thank you to Karen and the staff at Opal Palm Grove. Sonny will be greatly missed by family and bookmakers equally.

Opal Annandale (NSW)

Dear Angeline,

I'd like to personally thank you for your assistance, your guidance and support throughout mum's transition has been felt from the start to now, including the RN's, carers, and staff. It's hard articulating gratitude, but from the depths of my heart, soul and emotional being I wanted to thank you and the team for making this process seamless and effortless.

A big thank you to Pauline (Opal Bookings) for taking my initial call but also returning my calls. Pauline offered her professional guidance and expertise but also an empathetic listening ear and step by step holistic approach, during this emotional time. My darling mum is in good spirits and is still her happy, chatty and carefree self. Her demeanour, is a great example that she has settled in nicely – I'd be the first to know!

Lastly, my Mum is my lifeline, friend, companion, sister, auntie, and lastly will always be and remain my mother, we have always shared a very special and close bond. I do hope I pass on what she taught me to my son, to show care, love, gratitude and compassion in this life. I am her carer, only daughter and only family member (apart from my son and husband).

Our homes around the country

Queensland

Opal Abbey Gardens	07 5495 9000
Opal Ashmore	07 5510 1800
Opal Burpengary Gardens	07 3481 6100
Opal Caloundra	07 5390 0200
Opal Greenfern Place	07 3809 1400
Opal Kawana Waters	07 5390 5100
Opal Kirra Beach	07 5587 5500
Opal Leamington	07 5557 7700
Opal Nambour	07 5444 9700
Opal North Lakes	07 3384 2700
Opal Raffin Place	07 3723 0400
Opal Raynbird Place	07 3500 9300
Opal Varsity Rise	07 5554 8100

Northern NSW, Hunter and Central Coast

Opal Berkeley Village	02 4337 0000
Opal Coffs Harbour	02 6659 4800
Opal Florence Tower	07 5590 2800
Opal Glenmere	02 4356 2900
Opal Hillside	02 4904 0100
Opal Hillside ALA	02 4904 0100
Opal Killarney Vale	02 4345 2700
Opal Killarney Vale ALA	02 4345 2700
Opal Macquarie Place	02 4944 1300
Opal Maitland	02 4015 3000
Opal Murwillumbah	02 6670 9700
Opal Norah Head	02 4352 8900
Opal Raymond Terrace Gardens	02 4980 0000
Opal Rutherford	02 4015 3800
Opal Tweed Heads	07 5599 6900

Southern, Western and Country NSW

Opal Bathurst	02 6333 2500
Opal Cherrywood Grove	02 6363 4300
Opal Dubbo	02 5852 1600
Opal Denhams Beach	02 4412 3400
Opal Endeavour	02 4754 6000
Opal Endeavour ALA	02 4754 6000
Opal Mudgee	02 6370 6200
Opal Narrandera	02 6959 5300
Opal Shoalhaven	02 4429 1200

General Enquiries 1300 362 481  
Feedback 1800 767 074

Metro NSW

Opal Anita Villa	02 4780 0600
Opal Annandale	02 8585 1900
Opal Austral House	02 8925 6400
Opal Bankstown	02 9708 9400
Opal Bossley Park	02 9426 1500
Opal Blacktown	Opening September 2018
Opal Canterbury	02 9784 2111
Opal Cardinal Freeman	02 8799 7000
Opal Fernleigh	02 9809 3217
Opal Glen Lynn	02 9643 3200
Opal Lourdes	02 8467 3200
Opal Netherby	02 9372 3800
Opal Oceanview	02 9910 7100
Opal Palm Grove	02 8978 3100
Quakers Hill Nursing Home	02 8818 6500
Opal Seaside	02 9910 7600
Opal Stanmore	02 8594 6900
Opal Wallgrove	02 9784 3100
Opal Windward Manor	02 9370 0600

Central Victoria

Opal By The Bay	03 5958 6600
Opal Gillin Park	03 5559 0600
Opal Gracedale	03 9844 8000
Opal Hobsons Bay	03 8325 7600
Opal Meadowglen	03 8405 5200
Opal Roxburgh	03 9303 6800
Opal Salford Park	03 9847 2500
Opal South Valley	03 5223 0900
Opal Warrnambool	03 5563 0600

Gippsland Victoria

Opal Bairnsdale	03 5153 7200
Opal Lakeview	03 5179 5500
Opal Paynesville	03 5153 8400
Opal Seahaven	03 5671 6000
Opal Sale	03 5142 1600

Western Australia

Opal Applecross	08 6310 8300
Opal Armadale	08 9234 3300
Opal Bunbury Gardens	08 9726 6300
Opal Carine	08 6258 6600
Opal Geraldton	08 9921 5010
Opal Melville	08 9424 0500
Opal Murdoch	08 6332 6200
Opal Murray River	08 9550 2500



