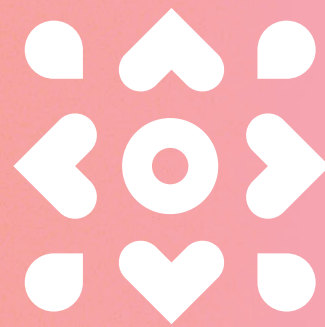


# THE RICHARDSON REVIEW



SUMMER ISSUE

- MEET OUR NEW CHEF, GERRY GROGAN
- DISCOVER THE QUEENSLEA, CLAREMONT
- SUMMER HEALTH AND WELLNESS WITH CONCENTRIC

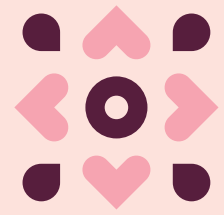


THE RICHARDSON

BY ORYX



## FROM VANDA'S DESK



To Our Richardson Community,

Summertime in Perth is always a wonderful time of year. Summer holidays, Christmas and New Year's means spending quality time with family and friends; even more so this year as we are unable to travel abroad. Here at The Richardson, our residents are enjoying entertaining family and friends in our beautiful café and garden spaces. Our wonderful lifestyle team continues to keep our residents engaged and social through the various lifestyle activities; happy hours, ballroom dancing, French lessons, small group walks and the many exercise classes on offer. Recently we remembered special friends who have passed, with a beautiful memorial service led by our residents themselves.

I, myself have settled into my role as General Manager at The Richardson and have very much enjoyed getting to know each resident, their families and every one of our wonderful staff. We have expanded our team and welcomed some new faces including our amazing Executive Chef, Gerry Grogan, who is regularly receiving wonderful feedback on his delicious meals. Gerry has commenced meeting with residents to understand their preferences, menu ideas and share recipes.

Residents are the reason for our purpose here and, without a doubt, are our number one priority. By providing "excellent customer service experiences" we are able to grow and stand true to what defines Oryx care philosophies. I am of the belief that providing exceptional support and customer service is about going far beyond just attending to our residents needs and wants.

As such, we continually and consistently strive to exceed our resident's expectations. Every aspect of our business has an impact on customer service, not only those that involve face-to-face resident contact, but also expanding our thinking around customer service and how we endeavour to consistently exceed expectations. Regular ongoing training for each of our staff is already an important part of employment at Oryx and over the coming months we will be expanding our customer service training further, in order to provide an even higher level of support for our residents.

I am dedicated to ongoing development for our team to ensure we are an organisation of excellence. Part of fostering this development is our feedback process. Feedback from our community is of utmost importance to us as it provides us with an opportunity to grow, improve and celebrate our most important people. It is central to everything that we do here at The Richardson. I take all feedback (good and bad) from residents, staff and loved ones very seriously. I am committed to analysing and continuously improving our environment and service offering. There are feedback forms provided around The Richardson and I encourage you to fill one out for anything you wish to bring to my attention.

I am looking forward to a wonderful 2021 with you all.

**Vanda Liga**  
**General Manager, The Richardson**



# LIFESTYLE NEWS



HAPPY HOUR  
AT THE  
RICHARDSON



Summer brings many wonderful activities for our residents to partake in and enjoy!

Christmas lunch was a wonderful event attended by most of our residents and the New Year's celebration was also great fun for all. As always, the monthly activities calendar sees daily exercise classes on offer and the beautiful weather means daily guided walks for small groups too. We have weekly Sunday get-togethers in the garden where our keen gardeners tend to our potted herbs and veggies - the wall of sweet peas is growing rapidly! Our monthly Happy Hours, ladies High Tea and blokes BBQ Lunches have all been reinstated and are being thoroughly enjoyed by everyone.

Pamper Spa Days are a fan favourite not only for the ladies, our gentleman enjoy these too. Whilst Saturday afternoon movies are on offer every week in the theatre, and residents have also been enjoying watching musicals and documentaries of rockers from their youth, which has become a regular feature on the activities calendar.



FRENCH  
LESSONS



As our family of residents are at the centre of everything we do, we always develop our lifestyle activities calendar around their interests. As such, a group wished to reignite their love for French; learning French for the first time or scrubbing up on their existing French speaking talents.

French teacher, Galit, affectionately called "Gaga" attends The Richardson for weekly French lessons. If you wish to join in, please speak with Aureen.



# LIFESTYLE NEWS



## MEMORIAL SERVICE 14 JANUARY

It was a very special day as the residents and staff remembered our special loved ones who have passed over the last year.

Led by Lifestyle Co-ordinator Aureen, together with a few residents, photos were displayed and candles of remembrance were lit in honour of friends who have passed. The meaningful day was not a sombre one, but rather a celebration of life to honour loved ones who have resided at The Richardson. Residents and staff alike were able to pay their respects and admire the wonderful lives our dearly departed had lived.

The Order of service included a poem, Our Remembrance, which was read by Liz Harrison, a reading of The 23rd Psalm, The Lord is my Shepherd and songs, Amazing Grace and Somewhere over the Rainbow by Israel "IZ" Kamakawiwo'ole.

The service was then followed by a beautiful afternoon tea in the café with delectable treats made by Gerry and his team in our kitchen.



## AUSTRALIA DAY 26 JANUARY



The 26th of January saw us celebrate an important day for all of our residents, Australia Day. The day began with the residents paying respect to the Noongar Ancestors and Elders of this land, with an Acknowledgement to Country, read by Liz Harrison and singing the National Australian Anthem. Resident, Edna Fry read the poem "My Country" and "We're All Australians Now" Written by Banjo Patterson - was read by Rex Johnson.

Residents feasted on wonderful Aussie tucker of BBQ sausages, burgers, prawns & coleslaw with a dessert of mini pavlovas topped with cream, berries and a passionfruit coulis - all cooked and prepared by Gerry and his fabulous team of course. Aureen and Michael, from the lifestyle team, donned Australia Day aprons and headwear and the Residents enjoyed entertainment by duo fiddlers Anita and Dave who played good old Aussie tunes. It was a fabulous day enjoyed by all.





## CONGRATULATIONS TO OUR RECENT GEM AWARD RECIPIENTS

### November 2020 GEM Award

Puran Gurung for consistently showing an excellent standard of teamwork at The Richardson.

### December 2020 GEM Award

Tshering Zangamo for consistently going over and above to provide a high standard of cleaning and presentation at The Richardson.

### GEM Award Winner of The Year 2020

Sarah Bahn for her commitment to the team, resident care and satisfaction while undertaking multiple roles as and when needed.

### January 2021 GEM Award

Christopher Santiago for his commitment to delivering a consistently high standard of care and support to residents, and supporting his team whenever needed.



**GEM Award Winner of the Year 2020,  
Sarah Bahn**



## MEET THE TEAM

### GERRY GROGAN, EXECUTIVE CHEF

**While many of you will have already met Gerry, and all of you have certainly enjoyed his delicious meals and treats, we're delighted to take this opportunity to formally introduce The Richardson's new Executive Chef, Gerry Grogan.**

Originally hailing from the coastal town of Kilrush, County Claire in West Ireland, Gerry has spent most of his adult life working in kitchens located across Ireland, Europe and now, Western Australia.

Gerry originally trained in London, UK. After successfully completing his chef's training he travelled and worked across Europe, including stints in France, Germany, and Holland. He's quite the seasoned traveller, so be sure to ask him about his global adventures when you next see him.

In the year 2000, Gerry emigrated to Australia, settling in Perth. Once here, he soon established himself as a leading chef working in the WA care sector and has since prepared thousands of delicious and nutritious meals for residents over the past 20 years. When asked how many dishes Gerry has cooked over the years, in his noticeable Irish accent and jovial manner he laughed "How many dishes over the years... REALLY. Have a punt... millions... 3 meals a day over 40 odd years, 365 days a year... Personally I don't care to remember, it's scary!"

Gerry has even won a National award for his roasted beetroot and feta soup served with an Irish soda blue cheese scone. We're delighted to have his vast culinary experience and expertise on hand at The Richardson.

Aside from the preparing fabulous food, Gerry loves gardening and walking his dog, Patch, a little round Jack Russell (his words, not ours!). He also hosts a show for Radio Fremantle called 'Celtic Rambles' every Saturday morning from 8am to 10am. Be sure to tune in to 107.9fm for some entertaining stories and discussion.

Gerry is thoroughly enjoying getting to know our residents, families, and team members, and I'm sure you'll join us in warmly welcoming Gerry to The Richardson, West Perth.





# SUMMER HEALTH AND WELLNESS WITH CONCENTRIC



## Helping our residents not only maintain but also enhance their health and wellbeing is our priority.

Staying physically active is an essential part of continuing to live a vital and rewarding life and fortunately for our residents, they have a beautiful pool and fully equipped gymnasium to enjoy.

Our award-winning Concentric Rehabilitation partners provide residents with daily access to expert support and activity programs centred around their individual health and wellness needs, which we're excited to see many of you are already benefitting from.

One of our residents, Erina, is currently working with the onsite team at Concentric to aid her recovery from a leg fracture. With Erina's input, Concentric have developed a tailored rehabilitation program with a goal to get her walking independently with her walker again. Erina has already made great progress with 1:1 physiotherapy and has been a very dedicated participant, visiting our gym twice a week!

Using the parallel bars, free weights, TheraBands and step-targets has improved Erina's endurance over the



past few weeks and we're looking forward to seeing her moving more freely with the aid of her walker very soon.

Erina is an incredible example of what is possible with well-planned and goal driven exercise and rehabilitation provided through The Richardson's partnership with Concentric. She has worked so hard to get to this point and we are all very proud of her. Go Erina!

**The team at Concentric would love to meet and chat to all residents about their health and wellness goals leading in and through 2021. If you'd like to know more, please speak with the Concentric team who can be found at the Wellness Centre on Level 1.**

# RESIDENT STORY

## IAN COX



**In this issue we get to know Ian Cox, who came to live at The Richardson on the 30th November 2018.**

He was born and grew up in Ealing, England and migrated to Australia with his parents in October 1946. Ian's mother, Hellen was a West Australian and his father, Robert was English. Ian was an only child and has a close relationship with both parents.

As a trained surveyor who came from a line of surveyors before him, it was natural for Ian to enter the family business, CR Cox and Associates Pty Ltd. They were based in Fremantle with branches in the North West of Western Australia, primarily servicing the iron ore industry.

The family surveying business also had associations with Russian maritime organisations, and this took him to St Petersburg, where he spent two happy years in a liaison role. During this time there, Ian learnt to speak Russian and travelled extensively to the Russian far east.

Ian believes that his biggest life achievement was organising the exchange student programme between a high school in St Petersburg and Hale School, Perth. He feels this was particularly important as it was during the Soviet 'Cold War' era and the exchange helped bring greater unity and some lasting friendships for those involved.

The most influential person in Ian's life has been his father, Robert. This was because they spent so much of their time together both in family life and at work. Most of what Ian learnt about the international maritime industry was through his father.

Ian has three children, Andrew, Angela, and Jane with whom he has regular contact. He loves spending time with his children and grandchildren, Anna and William. He enjoys reading and listening to music, and also likes to watch the BBC News, documentaries, and listening to 6PR radio.

Additionally, Ian also enjoys watching English soccer (football!) and he's very fond of animals, in particular dogs. He once owned several Irish Terriers; his father bred them.

***The most influential person in Ian's life has been his father, Robert. This was because they spent so much of their time together both in family life and at work.***

Ian defines himself as being a non-emotional person. However, he is a person who often speaks up for others although he sometimes thinks this is not always in his best interest!

Ian feels very fortunate to have lived such a rich and colourful life, he has many fond memories of his international travels and the people he met along the way.

We love having Ian's international experiences, stories and character with us at The Richardson. And we're sure he'd be happy to share a few more tales of life in Russia, and those adorable Irish Terriers, with our other residents and team members.



## BUILDING UPDATE

# OUR NEW ORYX RESIDENCE, THE QUEENSLEA IN CLAREMONT



**We're excited to share some news about the newest residence to join the Oryx portfolio, The Queenslea in Claremont.**

The Queenslea provides a unique combination of accommodation and services: Serviced Apartments for seniors, Residential Aged Care and state-of-the-art health and wellness services combined with an Early Learning Centre to create a vital and connected place to live right in the heart of Claremont.

The final internal fit-out of the building is well underway and Multiplex is on target to complete the building by March 2021, enabling us to schedule our grand opening soon after.

At the heart of The Queenslea are thoughtfully curated gardens and courtyards where residents, their friends and families will be able to socialise in secure and comfortable surrounds.

This beautiful outdoors space embraces the concept of 'Biophilic Design': a well-established architectural design strategy used to increase occupant connectivity to the natural environment. This is delivered through resident engagement with nature, space and place conditions and has health and socialisation benefits for our residents, enhancing their vitality at every stage of life.

If you know of someone looking for residential aged care living in the Claremont area, we are currently offering private consultations and tours of our serviced apartments.

**To book a consultation please contact us on (08) 6280 1900.**



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**THE RICHARDSON**

**BY ORYX**