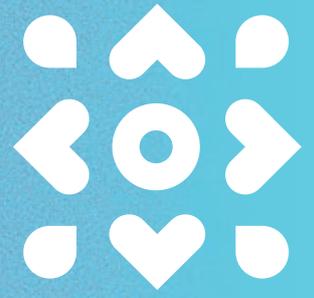


# THE ORYX CHRONICLE



SPRING 2021 ISSUE



- **SPRING HEALTH -  
ANTIMICROBIAL  
STEWARDSHIP**
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# WELCOME

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Dear Family and Friends

We would like to extend a warm Oryx welcome to new residents, families and friends.

With two residential aged care homes and serviced retirement apartments now open, it is an honour to see the Oryx philosophy come to life. We believe everyone deserves to live a life filled with vitality, and it is our mission to enhance the quality of life and vitality for our residents, their families and with all of those with whom we connect.

We continue to enrich the lives of our residents within supportive communities at both The Richardson in West Perth and The Queenslea in Claremont that provide exceptional care amid beautiful surroundings & luxurious amenities. Our carefully considered small household designs with a maximum of only 12 - 14 residents per residential hub encourages connections, provides privacy and supports our residents in a personalised manner, in whichever way they may need. A friend or an industry consultant refers the majority of residents and families to us through word of mouth; a testament to the environments that we have created. Oryx homes are genuinely wonderful places for our residents to call home.

As we continue to navigate through a global pandemic, we, at Oryx, are committed to best practice, upskilling staff and vaccine programmes in order to provide a safe environment for our residents, staff and the wider community. As we head towards a future of eased restrictions and see residents, families and friends enjoying more time together in our beautiful indoor and outdoor spaces, we must remain vigilant in the commitment to keeping our community safe.

Striving to innovate and bring the very best in aged care to the community, Oryx is proud to offer Vitality+ Wellness & Rehabilitation Clinics, located at The Queenslea and The Richardson. Specialist teams of allied health professionals offer preventative programs to keep residents mobile and active. Utilising Oryx's own state-of-the-art gymnasiums and The Richardson's own pool, the specialist team expertly achieve post-surgery rehabilitation and effectively manage health conditions. In conjunction with our dedicated clinical care team, the combination of multidisciplinary care, technology, and state of the art facilities ensures a holistic approach to providing residents the best care possible.

We look forward to supporting you and your families as you flourish in your new home.

**From The Oryx Team**



## FROM JULIE'S DESK

What an exciting time it has been over the past 3 months since The Queenslea opened its doors and welcomed our first residents in late June.

Our community has been growing rapidly with new residents, staff and families and it has been a great pleasure to get to know each of you. We understand a move into residential care is a huge decision and each individual is unique. We endeavour to cater to individual needs and do our best to support each of you.

We continue to welcome new members of staff who form the valuable team that enables a life for our residents that is full of vitality. We believe in identifying key attributes, expertise and interests in staff members to assist in progressing careers. As such, we have recently promoted our wonderful former concierge staff member, Melissa Taylor to Lifestyle Coordinator. Melissa has a diverse skill set, a wonderful bubbly personality and already well-established rapport with the residents. Melissa brings experience to the role, having previously worked in a similar capacity at a retirement village and has already planned some wonderful activities for our residents to participate in.

I was delighted to see many of you and your loved ones attend our first resident and relative meeting. Moving forward, we will be holding these meetings monthly. I very much appreciate all of your comments, feedback and suggestions. With every new home there will always be some learnings; however, I am supported by a wonderful and dynamic corporate team and can assure you there is no challenge that cannot be overcome.

Nevertheless, we cannot conquer a concern if we are unaware of it, so please do not hesitate to come to me personally or fill out a feedback form located around the home.

It is a difficult time for everyone due to the pandemic and as such, we are still required to well-being check visitors, sight current influenza vaccinations and restrict visiting hours. Please ensure you and your extended family members are familiar with these times, which are displayed around the home. If you or a family member requires visiting outside of our normal visiting hours, please contact me so we can make alternative arrangements.

Families around the world are sadly separated due to this pandemic. We are fortunate to have the technology that allows us to keep connected with our loved ones via phones and smart devices. We are more than happy to assist our residents to remain connected with families and friends. Please advise us if we can assist with a regular phone or FaceTime call.

I am honoured to work in this organisation, one that provides innovative initiatives and outstanding care, amid beautiful surroundings that supports residents to lead a full and meaningful life. We have many exciting plans for The Queenslea and I look forward to seeing our community continue to flourish.

**Julie Smith**  
**Acting General Manager**  
**The Queenslea**





RAE'S BIRTHDAY



WALKING GROUP

Residents at The Queenslea have been very busy settling in to their new home and getting to know each other. The fabulous lifestyle team have facilitated some excellent activities to keep our residents engaged and socialising. As the weather starts warming up we are very excited to introduce some new activities to The Queenslea lifestyle calendar, including BBQs in the garden (that will be held twice a month), a live cooking show with Savvas our head chef and 'Cork 'n' Canvas', which will be a painting class held in the garden room.

**Exercise and table games**

July was a very rainy month, but that did not stop residents from staying active and keeping busy. With exercise classes in the mornings in the garden room, followed by morning tea, residents were able to improve their fitness and enjoy each other's company. Bingo, scrabble, quoits and quizzes were just a few of the table games enjoyed with some friendly competition.

**Winter Wonderland**

On the 20th August, our Winter Wonderland Feast was a great success with 70 attendees of residents and family members! Lorna from our lifestyle team sang beautifully for all, while our chefs Savvas and Gregor carved delicious roast. Residents performed a dance to Pearly Shells and even got an encore! After 3 courses, many laughs and performances the feast was complete and residents and families left with very big smiles.

**Pamper Days**

Our nail salon, which is held weekly in the garden room, has proven very popular and is a lovely time for the ladies (and gentlemen) to feel pampered. Whether it is receiving a full manicure or even just a nice hand massage, residents are able to sit back and relax with some calming music to complete the experience.

**Walking Groups**

With gaps in the rain giving us beautifully sunny days, our walking group has been great for all to enjoy the sunshine, some fresh air and explore what is on offer in our vibrant community of Claremont. We are very lucky

to have the IGA and Mary Street Bakery just down the street, which allows residents to have a cup of coffee or shop for anything they may want.

**Birthdays at The Queenslea**

Several of our residents have already celebrated birthdays at The Queenslea and our chefs continue to deliver decadent cakes to residents celebrating! It is always so nice to see everyone coming together to sing 'happy birthday' and enjoying some cake and tea.

**AFL Grand Final**

The Queenslea turned into our very own Optus Stadium on September 25th to watch the AFL Grand Final, with our home decorated with Demons and Bulldogs colours. As it was the first time we have seen a grand final played at night, it was a fun evening enjoyed by all as residents were able to sit back and enjoy a homemade meat pie and drink to watch the big game. Some were more excited than others by the end of the game.

**Happy Hour**

Weekly Happy Hours have been a fantastic way to finish off each week at The Queenslea, with residents and family members coming together every Friday to enjoy a drink or two. Many residents have discovered they know each other from decades ago; whether it has been through a tennis club or even way back to high school. It is so amazing to see connections flourish. Residents, Kerry & Diana Bateman celebrated their 52nd wedding anniversary on the 1st October using Happy Hour to celebrate with new and old friends. Congratulations to Kerry & Diana, what an amazing achievement.



HAPPY HOUR



## FROM VANDA'S DESK

Our spring issue comes out at an extraordinary time in the world, with everything seemingly turned on its head – from the world economy to each of our businesses' operations, to the daily lives of each of us. It is the first time in the lives of almost everyone that something has fundamentally altered the way we live, work and connect with loved ones everywhere.

We find ourselves in uncertain times however some things remain the same. At The Richardson, we remain caring in this brave new world. I have asked our team to step up and deliver on Oryx's core values which encompass "Vitality" "Life" "Empathy" "Advocacy" and "Dignity". Moreover, in true Oryx-style the team rise up to the occasion and respond by embedding social diversity, enhancing the vitality of our residents, their families and our staff. Every one of us endeavour to respect and connect with whom we meet. Our team in its entirety are compassionate, caring and always advocating for our residents and each other.

Here we believe that this is a time for all of us to draw on our core values, after all, they are what makes "us". At The Richardson, perhaps the most important of our values is "Life". We care about the health, wellbeing and livelihoods of our team members, residents and their families and indeed with all of those with whom we connect.

We continue to navigate this global pandemic. As of 17th of September, it was Government mandated for every aged care worker to be vaccinated against Covid-19 as we endeavour to keep our community safe.

I am truly humbled, but not surprised, by my staff's resilience, professionalism and positivity. As a team, we will continue to provide support and endeavour to enhance the vitality of our residents, families and friends. At Oryx, we continue to support our team members through various training, upskilling and employee assistance programmes in order to provide a supportive and exciting place to work.

We continue to innovate and have adapted in order to give our very best, and we will all get through these trying times together, and embrace an even better, brighter new future.

Let us all stay safe and remain positive.

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





MEMORIAL SERVICE



Residents are so busy living life to the full at The Richardson that it makes time fly by so quickly. It seems one moment we are starting a new month and then, in a blink of an eye, we are at the end of another month and beginning a new season.

Many of our residents love keeping fit and enjoy our daily walking groups and morning exercises. The active classes provide a fabulous balance to our chill out times where residents can enjoy relaxing during weekly hand therapy and pamper sessions or during our weekly Saturday movie screening. Riccardo's Bar and Café proves very popular for residents to meet up on Friday afternoons for drinks, tasty finger foods and entertainment. Many residents and their family and friends, who are always welcome too, enjoy these fun afternoons. Other monthly activities that are a staple on the lifestyle calendar and prove popular are Poetry Corner, Art Workshops, Outings into the Community, Masters of Art & Music and Rockers in Concert, just to name a few.

### Friends of The Richardson

We hosted yet another popular 'Friends of The Richardson' evening on July 14th. We welcomed guest speaker and dementia specialist, Theresa Bates, who provided family members with an informative talk that was well received by those who attended.

### Memorial Service

We held a Memorial Service, followed by a Wake, on the 20th of July to honour friends and residents who have passed. It is important for us to remember those who were a part of our Richardson Community and to honour their memory. Some of our residents read poems and lead us in prayer. Carefully selected music allowed us to still ourselves and remember those who once lived with us, side by side.

### Men's Lunch

On the 22nd of July we had a special guest speaker, Bob Kucera at our Men's Lunch. Former member of the Legislative Assembly of Western Australia from 2001 to 2005, Bob had many entertaining stories to share and they in turn were full of questions for him.



FAMILY HIGH TEA

### Family High Tea

We held a Family High Tea on July 23rd with a special guest performance by Harpist, Rosalyn Haensel. It was a most agreeable afternoon, where beautiful classical music floated gently around the room, creating the perfect ambience for our guests to indulge in both pleasant conversation and the consumption of delicious morsels of food created by our chefs.

### Winter Warming Feast

Our Winter Warming Feast, on the 30th of July was a fine dining experience for our residents as tables in the restaurant were set elegantly. Warm crusty bread and plates of antipasto were on offer to start, followed by a main course of oven-roasted, butter-basted Turkey, Doubled smoked leg ham with walnut and prune stuffing & accompanied by seasonal roasted vegetables with a red wine jus. When we thought we could eat no more, warm sticky date pudding with chocolate sauce and ice-cream was served for dessert, followed by winter fruit cake to go with coffee and after-dinner mints. An afternoon of pure decadence for which we had the amazing Chef, Gerry to thank.



OPERA EVENING

**Opera at The Richardson**

What do you do when you can't go to the opera? You bring the opera to The Richardson! And that is just what we did on the 18th of August. We invited Fiona Mariah back to sing for our residents and their families, and what a wonderful evening it was. A sea of smiling faces as Fiona filled the lobby of The Richardson with her magnificent voice that held us all spellbound.

**Portrait Artist**

On the 2nd of September portrait artist Peter Edford, who is a dear friend of resident Rosie Barter, came to visit us. Peter skilfully produced a lovely portrait of another resident, Maureen Steffanoni. It was a really interesting session that was enjoyed by all and lucky Maureen was given her portrait to keep. Rosie also did a character portrait of Maureen, which put a totally different spin on how she saw her.

**Father's Day**

This year we ran a raffle for Father's Day, which was well supported by our residents, family members and others who came to visit or work at The Richardson. The raffle was drawn at our Father's Day Celebration on the 3rd of September and, like most celebrations at The Richardson, it was a fun day because our residents know how to enjoy themselves. Resident, Rosie Barter, won the raffle and as it was her birthday the following day, it was quite fortuitous for Rosie to win! Rosie said it was a happy gift for her to share with her friends.

**Wildflowers**

On 17th of September we went out to King's Park to see the beautiful wildflowers. We were rewarded by seeing so many different wildflowers in a vast array of colours, all in our own backyard. We then stopped to enjoy afternoon tea at the Botanical Café. It was such a worthwhile trip, the wildflowers were stunning.

KING'S PARK WILDFLOWERS



FATHER'S DAY WALL

**Footy Tipping**

If you like football, then The Richardson is the place to be. At the end of the footy season, and with many keen football fans amongst us, it was time to tally up the score of our own Footy Tipping Competition. We held an awards lunch on the 22nd of September whilst our residents enjoyed pizzas, did a little drinking and watched some of the replays of the best goals and marks of the year. Of course there were the compulsory AFL songs to sing, too.

Congratulations to the winners of our footy tipping competition: Wendy Birman, Les Valentine and John Holman.

**Waratah Community Singers**

The Waratah Community Singers, friends of resident Maureen Steffanoni, came to sing for us on the 23rd September and it was a fun afternoon of song and dance. The Waratah Singers have promised to come back before Christmas to sing for us again.



WARATAH SINGERS

**Queen's Birthday**

The Queen's Birthday on the 24th of September was celebrated with a high tea to commemorate the special day set aside for Her Majesty's birthday. Entertainer Neil Simpson came to sing for us and we sang, danced and celebrated with an exuberance that the Queen herself would have applauded. It was another fun day at The Richardson where we were all young again.

# CONGRATULATIONS TO OUR RECENT GEM AWARD RECIPIENTS

## **Jigme Dorji, Kitchen-hand**

Jigme is a dedicated and hard working team member who has shown exceptional dedication and commitment.

## **Kim Nhem, Kitchen-hand**

Kim gives 100% to assure our kitchen team continues to deliver and is a truly wonderful team member.

## **Puran Gurung Kitchen-hand**

Puran consistently goes above and beyond and is a reliable and valued member of the team.



# MEET THE TEAM MINI POLIZZI

ADMISSIONS OFFICER



**Most people who have visited The Richardson will be familiar with Mini's warm & welcoming smile.**

Born Maria but fondly known as "Mini" commenced with Oryx in January 2021 as Admissions Officer at The Richardson. Mini has worked in the aged care industry for 10 years, beginning as an administration officer at an aged care residence South of the River. Mini enjoys her role and working with the Oryx team, but her favourite aspect of her role is helping residents and their families navigate the complex aged care system and helping them along the emotional journey as they enter Aged Care.

Mini is married to Tony and has 3 grown up sons; Peter, Nathan and Christopher. Mini has 1 beautiful grandson, Gianni, who she simply adores, "he is my whole world" she says.

Before working in aged care, Mini worked as a Teacher Assistant for 10 years with Pre-Primary and Kindy children. Mini thoroughly enjoyed watching the children grow and develop from their first day at school to when they finished at the end of the year.

Mini is Italian and her favourite pastime is making homemade pasta to share over dinner with her family and friends. Mini says "I love going on holidays, especially to Italy to visit all of my family back home. Which I hope I will be able to do one day soon".

## SEASONAL SPRING RECIPE

*Pannacotta with mixed berries compote*

*By Chef Manager Savvas Sidiropoulos*

### Ingredients

- ¼ cup cold water
- 2½ teaspoons unflavoured gelatin (from 2 packages)
- 3 cups whipping cream
- 1 cup sugar
- 1½ teaspoons vanilla extract
- 4½ pint - containers of assorted fresh berries (such as raspberries, blueberries, blackberries, and strawberries)
- 1/3 cup sweet white wine (such as Moscato) - optional

### Method

Pour 1/4 cup cold water into a small custard cup. Sprinkle gelatin over. Let stand until gelatin softens, about 15 mins. Bring 1 inch of water in small skillet to boil. Place cup with gelatin in water. Stir until gelatin dissolves, about 2 mins. Remove from heat. Combine cream and 2/3 cup sugar in medium saucepan. Stir over medium heat just until sugar dissolves. Remove from heat. Mix in vanilla and gelatin. Divide mixture among 8 glasses. Cover and chill until set, at least 6 hours and up to 1 day. Combine berries and remaining sugar in medium bowl. Crush slightly with back of a spoon and mix in wine. Let stand until berry juices and sugar form a syrup, stirring often, at least 1 hour and up to 2 hours. Spoon compote over puddings to serve.



# FROM OUR FROM OUR WELLNESS & REHABILITATION CENTRE

Prior to moving into The Queenslea, Helen Mussared suffered from a stroke that severely affected her function on her right side. Helen was no longer able to live independently at home in her country town of Cunderdin and needed to move into residential aged care. The wellness and rehabilitation program available to residents was one of the deciding factors of choosing The Queenslea Aged Care as our reablement program is not typically available in other residential aged care homes. Helen required assistance with tasks she was no longer able to do independently since the paralysis sustained was on her dominant side, which reduced ability to walk without assistance.

When Helen first came to The Queenslea 3 months ago to work with the concentric team, Helen could only walk approximately 10 metres with assistance from the physiotherapists before feeling fatigued and needing to sit down. Helen was unable to stand up out of a chair without assistance from a therapist and needed very close physical assistance to ambulate.

Helen has been strongly determined to reach her goal of getting back home to live on her own and constantly reminds herself (and us) that even though it may be an ambitious goal, it is always important to maintain hope and work as hard as possible to reach your goals. Helen is an inspiration to us all and epitomises the never-give-up spirit.

Helen has been attending the gym every day, Monday to Friday and can now walk more than 200 metres! Helen can also now easily stand up and out of a chair without any assistance and has recently taken more than 5 steps without the use of her walking stick.

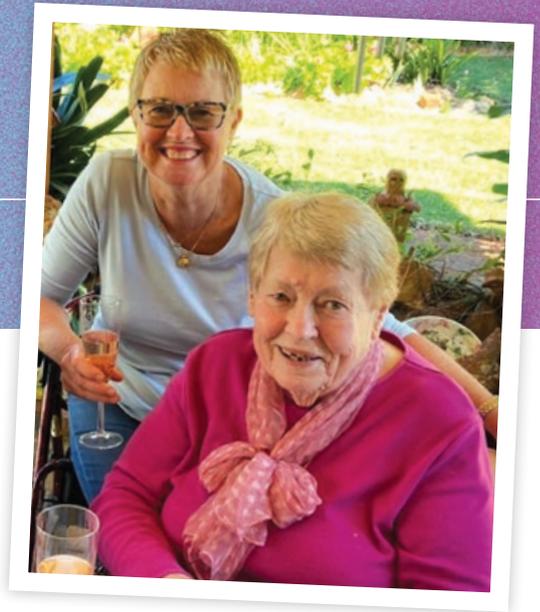
Helen's determination is an inspiration to us all and is a testament to what someone can achieve with the right mindset and the right support. Keep up the good work Helen!



## CLINICAL INITIATIVES ANTIMICROBIAL STEWARDSHIP

**At Oryx we are committed to minimising the unnecessary use of antibiotics, unless clinically indicated through the presence of infection. At both The Richardson and The Queenslea we have an active antimicrobial stewardship program in place to help us prevent antibiotic resistance in residents.**

# THE QUEENSLEA RESIDENT STORY THELMA FEATHERBY



**In this issue we get to know Thelma Featherby - our very first resident at The Queenslea, moving in on June 22nd 2021.**

Thelma was born and bred in Perth, Western Australia and considers herself to have a wonderfully fulfilling life thus far.

Thelma met her husband Bob in 1945 and after dating for 6 years, they honoured their union with a wedding at Wesley Church in 1951. One of Thelma's fondest life memories is of marrying Bob. They were married for 59 years. Sadly, Bob passed away in 2010 and is still dearly missed by Thelma.

Bob was a cabinetmaker by trade, starting his apprenticeship when he was 16. Bob's mother sadly passed away early in his life so he had to resume responsibilities and take care of his family. Fortunately, Bob's bosses gave him full tradesman wages, which enabled Bob to provide for his family as a young man.

Thelma and Bob had 2 children, Glen and Karen, who she is very close to and maintains a wonderful relationship with. Thelma considers Karen and Glen to be her greatest life achievements; she is very proud of them both. Blessed with 4 grandchildren, Thelma treasures time with all her family.

Thelma enjoyed working as a sales assistant at Betts & Betts (now known as Betts Shoes) and recalls there being a merry-go-round in the children's department of the city store. Thelma remembers that the shop would close for an hour everyday so that Thelma and her colleagues could all have a well-deserved lunch break.

Now, living at The Queenslea for almost 4 months, Thelma's favourite part of her new home is the friendly staff, the fabulous food and the wonderful friends she has already made in her fellow residents. Thelma also loves hosting her family in her suite for regular family get togethers.

## **How does resistance develop?**

Uncontrolled use of antibiotics may contribute to the development of resistant strains. Sensitive bacteria are killed off while mutated bacteria survive, thus rendering the antibiotic ineffective.

## **What is antimicrobial stewardship?**

Antimicrobial stewardship is the practice of appropriate prescribing of antibiotics through programs designed to reduce antibiotic resistance, toxicity and unnecessary costs.

## **How do antimicrobial stewardship programs work?**

Good antimicrobial stewardship programs in hospital settings can be adapted for aged care homes. The Aged Care National Antimicrobial Prescribing Survey (acNAPS) monitors infections and assesses antibiotic prescribing practices for residents in aged care. Findings help identify areas of improvement to help guide appropriate use of antibiotics.

## **How can you help?**

1. Discuss Antimicrobial Stewardship with your GP and request they limit the prescription of antibiotics unless proven necessary.
2. Use an antibiotic with a narrow spectrum that the likely bacterial infection is sensitive to.
3. Ensure the appropriate dose, frequency and duration of antibiotic treatment is used. Consider food-drug interactions and avoid prolonged courses.
4. Reduce the use of topical antimicrobials.
5. Treat symptomatically where applicable (e.g. analgesics, decongestants, topical treatments or corticosteroids).

**We have additional information available at Concierge or speak to your RN to find out more.**

NEWS FROM

# THE QUEENSLEA SERVICED APARTMENTS

Hello everyone,

It has been an extremely busy and exciting 3 months with residents moving into their new apartments! I am enjoying getting to know our new residents their families and friends and assisting everyone to settle in. I particularly enjoy witnessing residents meet each other and establishing some wonderful friendships. It is just amazing to see how many residents already know each other from a different time (or know someone that knows someone) and are able to reconnect in their new home, over a coffee in our busy café or during our very own happy hour over a drink and nibbles at sunset.

On Friday 24th of September, we held the first of three information seminars, which hosted 20 people from the community who came to learn more about The Queenslea Serviced Apartments, Oryx and our wonderful Vitality+ Wellness Rehabilitation Clinics in partnership with Concentric Health, which are available to Oryx residents as well as the wider community.

Guests enjoyed an informative talk from physiotherapist, Daniel from Concentric, who explained the benefits of exercise for seniors and how our Wellness Centre facilitates preventative programs and rehabilitation to improve quality of life, reduce pain and enable positive ageing.

Our next seminar will be held on Friday 29th October at 10am with guest speaker, Theresa Bates, The Dementia Educator. Theresa has a wealth of knowledge on the topic, and if anyone is experiencing the dementia journey, not only as the person living

with dementia, but also as a loved one or carer, you will come away with a greater understanding and education. Seats are limited, so please call 6280 1999 to reserve your place early to avoid missing this educational session.

We were so fortunate to have the Royal Show on our doorstep recently, with just a hop, skip and a jump across the road and no circling for ages looking for a car park. And what a treat to have fireworks every night at 8pm! Residents were able to entertain families and friends on their large balconies and enjoy the festivities. The show organisers gave us tickets to attend during the week and we thoroughly enjoyed our day out, especially the farm animals.

In conjunction with our intergenerational partner, Ngala Early Learning Centre, we will be holding our **SPRING OPEN DAY** on **Saturday 23rd October at 1pm-3pm**. With barista made coffee, sausage sizzle, entertainment and activities for the children, we invite you to come along and enjoy the afternoon. Tours of the apartments and the early learning centre will also be available.

If you are interested in a private tour, I am available Monday to Friday 9am-4pm. Please call me on 0428 056 458 to arrange a time.

**Alison Rogers**  
**General Manager**  
**The Queenslea**  
**Serviced Apartments**



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