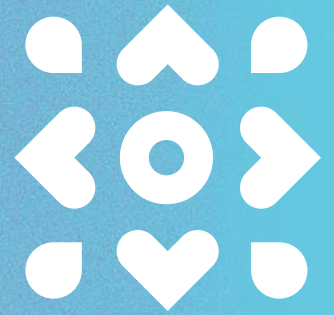


THE ORYX

# CHRONICLE



WINTER 2023 ISSUE



- READ OUR LATEST LIFESTYLE NEWS
- MEET OUR CHARMING ADMISSIONS COORDINATOR
- ENJOY OUR SEASONAL WINTER RECIPE
- DOING DEMENTIA DIFFERENTLY



# WELCOME

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Dear Residents, Families and Friends,

We are delighted to extend a warm welcome to all the new residents, families and friends who have recently joined our community at Oryx. It is our utmost pleasure to provide you with warm and inviting environments where you can truly feel at home and enjoy all the wonderful amenities we have to offer at The Richardson and The Queenslea.

At Oryx, we are committed to promoting vitality and enhancing the quality of life for all our residents, their families and our staff. Our mission is to build thriving and inspiring communities, while constantly striving for improvement in every aspect of our services. We firmly believe that leading a vibrant and fulfilling life is essential, and we are dedicated to supporting our residents, their families and everyone we encounter on their journey towards this goal.

We are excited to introduce several key members who have recently joined our team. Please join us in welcoming Pammy Singh, our General Manager at The Richardson, Cynthia Ponniah, who has re-joined Oryx as the General Manager of Business Operations, bringing with her extensive experience and a history with our Oryx Directors. We are also please to introduce Amanda Page, as Executive Manager Operations. Amanda is a Registered Nurse and Executive leader with valuable expertise in the aged care sector. Additionally, we welcome Nima Dema, Human Resource & Administration Officer, Mona Pandi as the Rostering Officer at The Richardson, Michael Walton as our Marketing & Social Media Coordinator, Naomi Hill to our Clinical Team and Pilar Tria as the Manager of The Queenslea Retirement Apartments. Each member of our team has a wealth of experience within the aged care and retirement sectors. Their addition strengthens our cohesive Oryx family.

We are proud to announce that The Queenslea Retirement Apartments were selected as a finalist in the esteemed Property Council's National Retirement Living Awards for Best Luxury Retirement Living Development. This recognition highlights our unwavering commitment to providing exceptional living experiences.

We look forward to providing support to you and your families as you thrive within our community. The entire Oryx team is dedicated to creating an environment that promotes growth, fulfillment and vitality for each and every individual.

Thank you for choosing to become part of the Oryx family. We are honoured to welcome you into our community and look forward to creating a warm and supportive home for you to live your best life.

**From The Oryx Team**



## FROM PAMMY'S DESK

Dear valued members of the The Richardson home and community,

I would like to introduce myself as the General Manager of The Richardson. With more than 15 years of experience in the healthcare industry, including leadership positions in various aged care settings, I am excited to bring my skills and expertise to this wonderful organisation at Oryx.

Throughout my career, I have been passionate about improving the quality of care for individuals, and I look forward to continuing this work at The Richardson. My vision for this home is to provide the highest level of care to our residents, while also creating a supportive and engaging environment for our staff.

As the General Manager, I am committed to fostering a culture of compassion, excellence, and continuous improvement. I believe in empowering our team members to take ownership of their roles and to be actively involved in shaping the future of our home at The Richardson.

I understand the importance of creating strong relationships with our residents and their families, and I am committed to ensuring that your voices are heard, and needs are met.

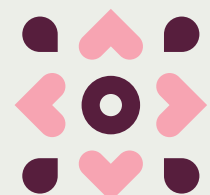
I am excited to work alongside our dedicated staff members to ensure that The Richardson remains a leader in the aged care sector.

We have recently made some changes to our Nursing team, and I am pleased to announce that we have recruited a team of highly skilled and experienced nurses to join us at The Richardson. This new team brings with them a wealth of knowledge and expertise, and I am confident that they will play a vital role in enhancing the quality of care we provide to all of our residents.

I look forward to meeting and working with each of you in the coming weeks and months. If you have any questions or feedback, please do not hesitate to reach out to me directly.

Best regards,

**Pammy Singh**  
**General Manager**  
**The Richardson**





**Pet Therapy**

### A furry little visit

We were fortunate enough to receive a delightful visit from Penny, one of our beloved therapists! Penny specialises in Pet Therapy and spreads joy by showering our residents with affectionate hugs and kisses. Her presence alone uplifts and motivates our residents, encouraging them to engage in playful activities.

### Happy Hour Live at The Richardson

Happy Hour has been abuzz with live entertainment. We have had Mr Accordion transporting so many of our residents to the shores of Italy with his romantic songs. The mix of entertainment at our Live Happy Hour in the cafe has had many of our residents singing along, taking to the floor and dancing with friends and family.

### An artist's impression

Our residents had a wonderful afternoon using mixed media and different art formats from drawing to painting in creating life drawings of beautiful boab trees, reminiscent of the ones in King's Park.



**Happy Hour Live**

### Catching the sun

A group of residents were happy to catch a day of sun and adventure on a recent bus trip to Kalamunda. The day was spent absorbing the beautiful surroundings of nature and views of the stunning hills.

### Morning Tea with the Minister of Aged Care

In an exciting event at The Richardson, the Minister of Aged Care, Anika Wells, along with local MP Patrick Gorman, paid a special visit to experience our innovative home firsthand. Our cherished residents were delighted to welcome and graciously opened their doors, sharing their unique experiences living at The Richardson. The occasion was made even more memorable with a delightful morning tea served in our cozy cafe, where the voices of our residents were truly heard.

As the Minister and local MP connected with our residents, they gained valuable insights into the needs and aspirations of seniors in the community. The open and friendly conversations held over cups of tea and delicious treats fostered a deep sense of understanding and empathy.



**Minister of Aged Care morning tea**



**Life Drawing**



# FROM THE QUEENSLEA

At The Queenslea, our residents are our top priority, as they are the heart and soul of our purpose. We are committed to delivering exceptional customer service experiences, not only to uphold Oryx care philosophies but also to nurture our growth. We firmly believe that outstanding support and customer service go beyond meeting the basic needs and desires of our residents. Therefore, we consistently strive to exceed expectations and set new standards.

We are proud to announce that The Queenslea has received a 4-star rating from the Department of Health, but we continue to strive for excellence. We understand every aspect of Oryx has an impact on customer service, whether it involves direct resident contact or expanding our thinking about how we can consistently surpass expectations. Ongoing training is already a crucial part of employment at Oryx, and in the coming months, we will further enhance our customer service training to provide an even higher level of support for our residents. Our dedication to ongoing development ensures that we maintain a culture of excellence within our organisation.

An essential part of nurturing this development is our feedback process. We greatly value input from our community, as it offers us opportunities for growth, improvement, and celebration. Feedback is at the core of everything we do at Oryx. We personally take all feedback from residents, staff, and loved ones very seriously, and we are committed to improve our environment and service offerings. Feedback forms are available at reception, and we encourage you to complete if there is anything you would like to bring to our teams' attention.

We are fortunate to have Amanda Page leading the management of The Queenslea. Amanda's expertise and dedication have resulted in the implementation of impactful changes to our policies and procedures, aiming to create an even better community for our valued residents and staff.

Together, Amanda and the Clinical team have formed a dynamic leadership approach that is focused on continuous improvement and creating a community that surpasses expectations.

Through their efforts, positive changes have been implemented throughout The Queenslea, ensuring that our procedures are aligned with the evolving needs of our community and home. While we recruit for a permanent General Manager, our ultimate goal is to provide an enriched and fulfilling experience for our residents while supporting our staff members in delivering exceptional care and service.

As we move forward, we are grateful for the vision and expertise that Amanda and the Clinical team bring to The Queenslea. Their leadership and dedication continue to shape a vibrant and nurturing community that prioritizes the well-being and satisfaction of our residents and staff.

## The Queenslea





IG Program



Men's Club



Gardening

### Intergenerational Program

Our intergenerational program continues to thrive, fostering meaningful connections between our residents and their young neighbours at Ngala. Each week, we organize engaging sessions where the older and younger generations come together to explore shared interests, such as painting and drawing. These interactions create a heartwarming atmosphere where beautiful friendships are blossoming.

### The Queenslea Queens

The elegant Queenslea Queens, known for their regal charm, gracefully assemble for a delightful cup of tea and indulgent chit-chat. This cherished ritual has become a regular feature on our vibrant lifestyle calendar, where the ladies come together to unwind and share stories after their pampering sessions. The air fills with laughter, fond memories, and the joy of friendship as they bask in the warmth of each other's company.

### Men's Club

A delightful haven where our male residents indulge in friendly games of chess and mini golf. It has become a space filled with laughter, camaraderie, and unforgettable moments resulting in new friendships.

### Gardening

The residents residing on Level 5 of The Queenslea have passionately cultivated a stunning garden on their terrace. The garden continues to flourish and blossom with the ideal conditions provided at the elevated location.

### Paint & Sip with Lorna

Residents gathered for a paint & sip session led by artist Lorna. The event provided an opportunity for residents to unleash their creativity while fostering a sense of community and lasting memories with friends.



The Queenslea Queens



Paint & Sip with Lorna

# MEET THE TEAM: MINI POLIZZI

## ADMISSIONS COORDINATOR

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

Born Maria but fondly known as "Mini" commenced with Oryx in January 2021 as Admissions Coordinator 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 through what can be an emotional journey as they enter aged care.

Mini is married to Tony and has 3 grown sons; Peter, Nathan and Christopher. Mini has 1 beautiful grandson, Gianni and most recently a beautiful granddaughter Alessia, who she simply adores, "They are my whole world" she says.

Before working in aged care, Mini worked as a Teacher Assistant for 10 years with Pre-Primary and Kindergarten 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 again one day soon".

## CONGRATULATIONS TO OUR RECENT GEM AWARD RECIPIENTS



### **Melissa Taylor, Lifestyle Co-Ordinator at The Queenslea**

Melissa embodies the values of Oryx and demonstrates a passion and commitment within her role. She is an excellent team member and communicates well with her team and the wider work force across other departments. She and her team bring joy and fun to our residents' every day.

### **Jigme Dorji, Cook/Kitchen at The Richardson**

Jigme is a committed, reliable, and loyal team member & has been going above and beyond to keep the kitchen running smoothly, providing new ideas and strategies to manage the roster and the busy working days during COVID outbreaks and over the Christmas period.

### **Christian Bryan Palma Assistant in Nursing at The Queenslea**

Christian was recently recognised and identified by the aged care commission assessors for his professional and caring attitude towards residents.

***We love to recognise and reward our staff, please nominate any staff member who has "Gone the extra mile". Nomination forms are located at the reception.***



# RESIDENT STORY

## DR LAIS GREWAR



### In this issue we get to know the remarkable Dr Lais Grewar M.B., B.S., F.F.A.R.C.S., F.F.A.R.A.C.S

Dr Lais Grewar was born in South Australia and moved to Western Australia with her family when she was a young girl. Lais was very close to both her mother, Valerie and father, Cyril, who worked as a Banker. Geoffrey and Kenneth, Lais's brothers, were much older than Lais and are still now both farmers.

Lais attended St Joseph's Convent, a boarding school in Kellerberrin, WA from the age of seven. Lais often recalls the amount of study she did throughout her young life and into adulthood, she was always studying to achieve her ambition to become an anaesthetist.

Her bright mind, tenacity and dedication to studying were key factors in Lais achieving her dream. She became a celebrated paediatric anaesthetist at Princess Margaret Hospital and was amongst the few invited to London to complete a Fellowship of Anaesthetist.

In a male-dominated field, Dr Lais Grewar became the first female anaesthetist in Western Australia. Lais recounts how she was challenged by her male comrades in the hope that she would not succeed.

Nevertheless, Lais relentlessly pursued her dream to become a successful anaesthesiologist. Lais took great pride in her work and achievements in this area of medicine.

Always elegantly dressed, Lais enjoys listening to classical music, attending concerts and going to the theatre. She also loves animals, in particular, dogs.

Lais has always believed in keeping fit and remaining healthy. Lais is a regular at the gym and attends exercise groups five times a week at The Richardson. Lais also enjoys walks with the walking group several times a week.

At the magnificent age of ninety-six Lais continues to be a force to be reckoned with.

## WINTER WARMER RECIPE

### *Speedy Carrot Soup*

#### Ingredients

- 2 tbsp olive oil
- 600g shredded carrot
- 1 chopped onion
- 2 tsp ginger paste
- 2 tsp ground cumin
- 1 orange, rind finely grated and juiced
- 1 crushed garlic clove
- 4 cups vegetable liquid stock
- 1 tbsp chopped lemon thyme leaves
- Greek-style yoghurt, to serve

#### Method

Heat 2 tablespoon of oil in a large saucepan over medium heat. Add the carrot & onion and cook, stirring, for 3-4 minutes or until softened. Stir in the cumin, orange rind & half the garlic. Add the orange juice, stock & 1 cup of water. Stir to combine & bring to the boil.

Reduce heat to medium-low and simmer for 15-20 minutes. Remove soup from heat and cool slightly. use a stick mixer to blend until smooth, return to heat to warm and stir in lemon thyme leaves. Top with yoghurt and serve.



## YOUNG AT HEART: THE FUTURE OF AGED CARE

### **This Perth aged care program unites small children with honorary grandparents.**

While aged care home are usually a place people come to close the chapters of their life, Nita Peploe's life began in one.

Throughout her childhood, Ms Peploe's parents operated nursing homes around the Perth Metropolitan area. "I was born into the aged care industry and lived with residents on a daily basis," Ms Peploe said.

"They let me see the wonderful relationships that can be born between older people and younger people, and the benefits that it brings for both groups of people." Following her parents' lead, Ms Peploe and her partner, Toby Browne-Cooper founded aged care and retirement service Oryx Communities in 2014.

The first of its kind in Perth, the Oryx Claremont branch, The Queenslea, hosts an intergenerational program that encourages elderly residents to interact with children on a weekly basis.

Chosen by tender and located on-site, Ngala Early Learning and Development Service shares a courtyard with the aged care residents, allowing the children and elderly to visit easily and see each other daily through the fence.

Once a week, The Queenslea "neighbours" are invited to Ngala for shared activities. The Queenslea's Lifestyle Coordinator Melissa Taylor says the program runs over six-week cycles, so all residents can take part. "It's around seven neighbours with 14 children and each week has a different theme," she said.

"Today was numeracy, where they were measuring and paying for groceries with some paper money, and forming connections with the neighbours who were guiding them."

**Article written by Molly Schmidt for ABC Radio Perth**



Ms Taylor said it was "beautiful" to see both the aged care residents and the children "come out of their shells" during the program. "With residents it's interesting because at first they can be hesitant but once you get them there not only do their facial expressions change, but they're mobile, they start walking around and engaging with the children, it's amazing," she said.

Oryx Chief Wellbeing Officer Aimee Gullotto said the impact of the program on the aged care residents was measured over six weeks through "outcome measures". "We have a look at things like a mood scale, their physical wellbeing, their overall wellbeing and we assess them at the beginning, the middle and the end," she said.

Former Swanbourne resident, Ron, who has been living at The Queenslea for a year, said the program reminded him of his youth. "I have three daughters of my own and eight grandchildren, and remaking contact is wonderful symbolism," he said, while drawing a picture with three-year-old Ed. "Particularly, they're very good at speech, and they know what they want." Ron, who seemed to be a favourite among the children, featured in a few of their coloured pencil drawings.

# FROM OUR WELLNESS & REHABILITATION CENTRE



## CLINICAL INITIATIVES – DOING DEMENTIA DIFFERENTLY

**At Oryx we understand that dementia presents differently for every individual and as such, in order to best support our residents to continue to live their best life, we adopt a personal and holistic approach to care.**

The goal of our Memory Support households at The Queenslea & The Richardson is to overcome any of the losses that may be experienced with dementia. The supportive physical and social environment enables our residents to live well, despite their diagnosis.

They say that for people with dementia, "Everything I can't keep in my mind, I need in my environment." Therefore, the physical environment in our homes are set up to enable and empower our residents.

A small household allows for a more personalised approach and a higher level of support staff to resident ratio. We use memory aids like labels, signage, directional cues, name badges and easy access to a secure outdoor courtyard (at The Queenslea) to allow for a safe environmental change. Guided by our dementia trained care staff, the use of activity boxes / stations and interactive walls give our residents meaningful activities to partake in so any anxieties or behaviours can be readily managed.

The social environment is established to ensure a stable, calm environment for our residents. We ensure staff in our Memory Support households, are familiar, well trained and supportive, offering just the right level of support and care that is reflective of our residents needs and abilities.

There is a core team of dementia-trained staff to provide consistency for our residents.

This stability improves support for our residents and staff to develop a sound knowledge of each resident, and trust & friendships can be formed. Our care model is based on the principles of person-centered care and the Montessori approach. This aligns with Oryx's Company values of Vitality, Advocacy, Life, Unity, Empathy, and Dignity.

Dementia typically has a gradual onset and is progressive and irreversible. The course of dementia is often characterised as occurring in three stages:

1. Mild or early-stage dementia
2. Moderate or middle-stage dementia
3. Severe or late-stage dementia

We cater to residents at moderate stage of dementia in our memory support households. Other stages may be safely cared for in our other, general population wings. If you have any queries regarding the suitability of our memory support households for your loved one, please discuss this with the General Manager.



NEWS FROM

# THE QUEENSLEA RETIREMENT APARTMENTS



I would like to welcome our new residents and families who have joined us recently. Our residents of The Queenslea Retirement Living Apartments have been busy over the past few months designing, procuring and constructing a magnificent new garden for us all to enjoy.

The project, led by (former horticulturalist) Wendy Atherden became a labour of love for Wendy, Wendy's husband, Gerry along with Lynette Kirkland and Christine Grayson who all helped with the creation of the beautiful garden and veggie-patch, which has been yielding fabulous produce for our residents to enjoy.

“One of the best aspects of the garden project has been working on this with my husband, Gerry plus two of my neighbours which have become close friends, Lynette and Christine, who have also taken so much pride in the gardens. We have worked together, with a lot of laughter, as an excellent team”, Wendy acknowledged.

Not only has the garden project been appreciated by the residents and staff at The Queenslea, children from neighbouring Early Learning Centre at Ngala have taken an avid interest in the garden too. Watching through the fence, the children have observed the progress of the garden and through our intergenerational program, the children have even planted their own seedlings and are watching them grow!

We have continued to develop and grow our intergenerational program with our little neighbours, with our residents connecting and participating in learning activities as well as some of our residents even volunteering with our neighbours. I encourage you all to attend and get to know the children.

I am honoured to have been appointed as Manager of The Queenslea Retirement Living Apartments and I look forward to getting to know each of you and your families over the coming months.

**Pilar Tria,**  
**Manager**  
**Retirement Living**  
**and Homecare**  
**The Queenslea**



BY ORYX



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