

Greetings from the Director of Nursing

Dearest Families and Friends,

It's been an absolutely busy and buzzing time at Hillview House since we opened the doors to our loved residents on the 30th of June. We've had so many events that will be forever part of Hillview House's history.



It was an emotional moment when Glen, our Site Manager and the Northside Constructors team, handed the keys over to us. They were committed and worked around the clock to build the most beautiful, extraordinary home on the Central Coast.



Ms. June Gibbons was the first resident to arrive at Hillview. We were very excited to meet and greet her, a group photo for the history book was in order!



This also made June the first customer of our Low Tide Café. Our self-service café has been the hub of our home. It is heart-warming to see children visiting their Grandparents and Great Grandparents and enjoying all the yummy cakes, cookies, and other treats the café has to offer.



A Lovely selection to fill not just the tummy but the heart!

What's On:

Hillview House has been designed with many inviting and relaxing spaces in which residents and their visitors can enjoy their leisure and recreational time.

Our Level 1, Low Tide Café area plays host to many family visits as well as the ever popular Bingo, Quiz and board games, plus the Art & Craft Coffee Hour.



The fabulous multi-purpose area on Level 2 is a beautiful light filled space overlooking the natural bushland. Residents have been enjoying our morning Movement and Music sessions here such as breathing, stretching, chair exercises, indoor games, social morning tea etc. The residents choose their level of involvement, perhaps just relaxing by the window listening to the music. In the afternoon you may find us here enjoying a sing-along or playing games like Nerf Gun Fun, bowls, quoits, bean bag toss or balloon tennis.



With a touch of a button this room transforms into a movie theatre. Residents enjoyed watching impromptu “test sessions” featuring Andre Rieu in concert. All were very happy to report that the sound and picture quality is outstanding. We encourage residents to suggest which movies they would like to see as the Movie and Munchies sessions become a regular part of our activity program.



We are currently planning regular visits by pianists to entertain us on the magnificent grand piano.

A growing number of ladies have been getting together for “Knit and Yarn”. Meeting in the lounge area overlooking our lovely Wattle courtyard, residents can work on their knitting / sewing projects or just enjoy a chat and an afternoon cuppa.



As we move into Spring, we look forward to introducing our Men’s Group sessions and developing our Pet Therapy Program (we have two guinea pigs – Luna and Speedy) and look forward to more visits from our little RAO Team Member, Frank

the dachshund. Some of our team members also bring in their little pet friends which bring a lot of smile to the residents.



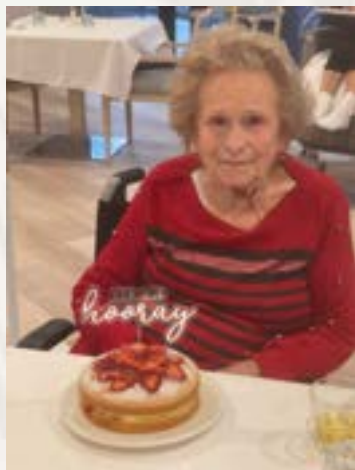
Jennifer with Teresa and their new little friend which was brought in by our Team Member Tammy.

Our guinea pig friends had to stay home with Lee’s family for a while when we had a Covid Outbreak. Now they are back at Hillview and currently keeping some of the residents in Wattle busy.



Finally back at home in Hillview!

We've also had our first birthday celebrations!



Unice had a wonderful time celebrating her birthday with the team and her family.



Ali, our bubbly and talented hairdresser has made so many ladies (and gentlemen) happy with their new locks!



Eileen was very happy with her new hairstyle



Birthday Surprise for Jenny with lots of love 😊



Kath is also loving her new hair.

Pampering Sessions

Jill, our Beauty Therapist, has also started offering her services. Ladies and Gentleman loved having their nails done, some opted for a relaxing massage. We can't wait to see some transformations when the ladies get their facials! Hand and pamper session, however, is still a part of our Recreation and Activities program.



June enjoying a session with Mel...

Introducing key members of our Team



Yours Truly,

Catherine Buelva
Director of Nursing

I have been with Thompson Health Care for nearly 5 years. I love being part of this organisation and I love making positive changes to residents' lives.



Dorothee Meyer

Head Chef

Dorothee is our beautiful and passionate French Chef. She has many years of experience in the hospitality and food industry- particularly

catering to vulnerable groups, including aged care as well as child care.

Leanne Sheppard

Lee is our Deputy Director of Nursing

Prior to this role Lee was paediatric nurse and a university tutor teaching Healthy Ageing to Nursing Students. Lee has a nursing background in Aged Care as well as

across the lifespan. Here is a picture of Lee with her beautiful painting which she was commended for by CCLHD and is part of the Gallery in Level 4 Gosford Hospital.



Shannon Mowbray

Receptionist / Administration Assistant

Shannon has worked many years in customer service including a recent experience in Oncology Unit at Gosford Private Hospital. She will

always welcome you with a big smile and a warm greeting.



Ivy Pagalan

Ivy is our Clinical Nurse Specialist and has several years of experience in Aged Care. Ivy is attentive, passionate and helpful. Nothing is too hard for her.



Keith Bayliss

Maintenance Supervisor

Keith is our go to person for many things under the sun and he always goes above and beyond for residents and staff.

Team Members of the Month!

For the months of June, July and August we have congratulated and rewarded the following staff for a job well done, excellent care provided to the residents and commendable team work:

Sue Ashley, Matilda Hughes, Sue Downie, Cora Macintosh, and Jay Ar Lacuna.

Residents' Contributions



Ms June Gibbons's thoughts in regards to living at Hillview House

(Handwritten by team member Maggie as dictated by June)



Mr Paul Scardino and his beautiful feedback. Never a dull moment with Paul and his sense of humour! (Handwritten by team member Shannon as dictated by Paul)



June and Paul have coincidentally been the first two residents who arrived at Hillview. The lady beating the gentleman by 5 mins! Upon knowing, however, that a lady wanted to make history by being the first one in, Paul decided he'll try to be a bit late and not arrive before gam!

What's new?

Entertainment is scheduled in September with a Dance Show from the "Gals" and Melbourne Cup Carnival Celebrations will feature in November.

As the weather warms up we will be able to spend more time outside in our lovely courtyard spaces, on the balconies and verandahs and walking the path that hugs the natural bushland surrounding Hillview House, allowing residents to feel part of nature.

The Recreational Activities Team are excited to be working with the residents in developing their activities program. We invite family and friends to join in the activities, and work with us in providing the best experiences possible to enhance the wellbeing of our residents. Some upcoming events are:

5th September: Men's Group will commence

13th September: "The Gals Dance Show"

A **pianist** will also be regularly playing for the residents

1st November: Melbourne Cup Day Celebrations
Intergenerational Program

We continue to develop activities tailored to residents' culture, needs and preferences. We are very excited for our **House Bus** to arrive. It is currently being shipped from overseas. We know that when it arrives the possibilities are endless!

Notices

6th September: Resident and Resident Representative Meeting at Hillview House

Resident and Relative Surveys will be sent regularly and we encourage participation in answering the surveys to assist us in continuous quality improvement of our care and services

Covid 19 Anti Viral Pre Assessment and Consent forms will be sent to resident representatives

We will provide information and education regarding **Anti Microbial Stewardship** as well as **Polypharmacy** to promote correct practices around medication management

We strongly encourage visitors to do their **RAT** prior to attending the home and to not visit if they have any respiratory symptom



*The **Private Dining Room** on the 3rd Level can be booked for special occasions. Please email the DON directly.*

The **Department of Health** recommends limit for visitors (2 adults and 2 children per resident within a 24-hour period). However we may increase the number of visitors for a resident depending on the circumstances at the time.

We encourage all **suggestions, feedback and complaints**. Feedback Forms are available at Reception, in dining areas, café and other areas of the home. You can also send an email to the DON and/or DDON:

Catherine- hillview@thc.net.au

Leanne- ddon_hillview@thc.net.au

Thank you all for your ongoing support!