

brightlife

Winter
2020



Keeping residents connected



Merv Partington,
Kingsway Court



Our food extraordinaire

Reinvigorating
meal times

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From the CEO

As I reflect back over recent months, it is difficult to encapsulate what we as an industry - locally, nationally and globally - are experiencing. This is an unprecedented situation which has seen huge changes in aged and disability care and I am extremely proud of how Brightwater has adapted to disruption from COVID-19. I want to thank families and residents for your support during this time, this has been vital to our success in fighting COVID-19.



I continue to be encouraged by the stories coming from all corners of our business and our staff who are going above and beyond to care for people, particularly during these challenging times. We have included a selection of these stories in this edition of Brightlife, which I hope you enjoy.

Our teams continue to follow our extremely rigorous infection control procedures including social distancing and enhanced hygiene measures whilst still providing clients with the care and support they need.

We have also introduced our Brightwater Buddies volunteer program, for community members to connect with our clients in residential aged care and disability care through letters, drawings and photographs. It is wonderful to see our community getting involved.



It seems strange to think back to a time when we could go outside and interact with one another and carry on with business as usual, but it would be remiss of me not to mention some of the wonderful activities that happened early this year including our client volunteer programs which have seen a group of disability clients volunteer at a cricket club canteen and another group take part in an entrepreneurial sales venture; and our Life's Possibilities initiative which has given many clients the chance to experience memorable and fun activities that they may not have otherwise been able to take part in.

I look forward to a time when we can pick up these types of projects once again with full force.

But for now, you can be assured that we are continuing to monitor and respond to the ongoing COVID-19 developments and we will continue to keep all families and clients informed with any new updates as they occur.

Please enjoy our latest edition of Brightlife.

Jenny

Jennifer Lawrence
Chief Executive Officer

Reimagining the meal experience with Philip Waldron

Since joining Brightwater in June 2019, Brightwater Hospitality Services Manager, Philip (Phil) Waldron has been avidly developing and implementing the 'Reimagining the meal experience' project. The project aims to reinvent how food is prepared, including regular menu changes, and how these meals are served to clients.



"In late 2019, the current food practice was reviewed across all sites, including our commercial catering site in Malaga," Phil explained.

"The project has a strong emphasis on better understanding nutritional requirements for all of our clients, including those with co-morbidities and chronic disease, ensuring each client enjoys the process and their needs are met in the best way possible."

Prior to COVID-19, Phil attended conferences and seminars to further expand his knowledge. He has worked with a group of chefs, dieticians and speech therapists to taste and discuss trial dishes that are not only enjoyable, but also meet the International Dysphagia Diet Standardisation Initiative (IDDSI).

"We want to give our clients more choice when it comes to what they would like to eat at mealtimes, and make the experience more social. During the trials we completed before COVID-19, we found the most impactful part of the method was the client interaction. Giving our clients a range of meal choices meant more interaction was developed between the clients and staff, and this has had really positive outcomes," Phil said.

The 'Reimagining the meal experience project' will enter into trial and implementation stage once it is safe to do so, with the following activities planned for the year:

- Recipes and menus developed
- Recipe testing and on-site trials
- An extensive full site trial
- Service model finalised
- Roll out of new service model



About Phil

Phil's passion for food started almost 30 years ago. He has previously worked as the Food and Beverage Manager and Executive Chef at Joondalup Resort and as an Executive Chef with Perth Racing.

Phil said he was excited to be working towards a better meal experience for all residents.

"I want to ensure mealtimes are as enjoyable as possible – something a lot of us take for granted," he said.

Stay tuned in future editions of Brightlife to learn more about this exciting project as it progresses, and see how Phil and his team are 'bringing the joy back to mealtimes'.



"My favourite thing about working with Brightwater is the possibility and opportunity to have a real and lasting impact," says Phil.

Bringing brightness to the lives of those who need it

We are in challenging times, but our Brightwater staff have created innovative and fun ways for clients to keep engaged, positive and have fun! Here are just a few stories from our sites.



Maylands staff have been keeping clients busy with activities such as painting, board games, quiz club, scrap booking and darts.



There are smiles all round at Ellison House.



Dolores at Bentley enjoys doing word puzzles and listening to Sean Mendes, Dolores says "Together we can get through this!".



The Cove had a rainbow themed day, making rainbow cakes, marble paintings, paper chains and other decorations for their Window of Love.



Keith at Bentley enjoys doing pottery and making flower pots, he also takes pride in teaching other residents how to master the skills.



A volunteer florist who usually creates flower arrangements with Madeley residents has been delivering beautiful bouquets, and residents can't help but smile.



Staff at Oats Street flexed their musical muscles and put on a concert for clients - there was even a special appearance from the Spice Girls!



Brightwater residents have been receiving beautiful and touching letters from family and friends.



Madeley residents paid their respects on ANZAC Day and shared in a special moment as a local bugler played to the residents outside their windows. Staff also made poppy badges for residents to wear.



The Oaks residents are taking part in extra activities such as having their lunch outside under the new patios and even had a visit from the Easter Bunny. They've also created colourful 'We care' posters, celebrating the incredible commitment from staff.



Weekly music sessions run by our music therapists for Brightwater at Home clients have been working well online.



Manning staff have been keeping clients entertained with board games, puzzles and painting sessions.



We received a large donation of new games from Games World which have been distributed to our disability services sites.

Bassendean Junior Cricket Club and Brightwater recognised by WACA

Western Australian Cricket Association (WACA) recently awarded Bassendean Junior Cricket Club the Community Initiative/Partner of the year, for their volunteer partnership with Brightwater.

A group of three Oats Street clients have been volunteering with the Bassendean Junior Cricket Club, working in the canteen on weekends serving patrons and interacting with club members and families.

Program Manager at Brightwater, Curtis Reddell, developed the volunteer program to assist young adults with an acquired brain injury with learning important skills for returning to work and enabling them to engage with the local community.

"The program has given our clients the opportunity to work as part of a team and belong to a community," Curtis said.

"So far we have been extremely pleased with the outcomes of the volunteer program, particularly around social engagement, our clients have been working a lot with children, and it has been really encouraging to see the connections built between volunteers and the junior cricket team."

Each client holds a specific role in the canteen which includes a front of house person, someone who prepares hot food and a porter who runs drinks and food to customers. In these roles, volunteers learn important work based skills such as customer service, calculations, communication and safety awareness.

The volunteer program has been mutually beneficial for the club and Brightwater, giving parents the chance to watch their children play cricket, instead of working in the canteens.

"We are thrilled that our partnership has been recognised by WACA, it helps to demonstrate the benefits of these types of community partnerships."



BREAKING NEWS AS WE WENT TO PRINT: After being shortlisted in the same category for the national Cricket Australia award, we are thrilled to announce Bassendean Junior Cricket Club and Brightwater also won!

A green thumbs up to the Weekend Entrepreneurs



Brightwater clients have been getting their hands dirty (quite literally) taking part in 'The Weekend Entrepreneurs' volunteer program to engage clients on weekends, a time which can often be quiet and underutilised.

The program is led by Disability Support Worker at Brightwater Hamilton House, Gap Tshering, who received a Brightwater Scholarship for his 'Weekend Entrepreneur' proposal.

The aim of Gap's project is to engage disability clients on the weekends to volunteer in potting and decorating pot plants to get them ready for sale.



Since the Weekend Entrepreneurs program commenced, clients have selected their favourite succulents at the local gardening store, set up plant stations and have been creatively potting the succulents with interesting pebble decorations.



The project has been an enjoyable experience and has seen a high level of participation from clients. The Weekend Entrepreneurs project gives clients a strong sense of ownership, and experience working as part of a team.





Stories

to make you smile

In recalling her time at ABC, Penny explains how she made stories come alive.

“Whether you’re doing the stories in plays or the stories by interviewing people, it’s the same thing, taking the thread of the story through to make it all come alive.... I think it was the best job in the world,” she says.

Penny has multiple sclerosis but does not let it stop her enjoying her life to the fullest.

At Brightwater, we support thousands of seniors across our aged care, home care and retirement communities.

Each of these clients has a story. Whether it’s tales of an artist who will never let go of his passion, or a rowing champion with too many medals to count, these stories provide profound insights into the lives of our clients.

We were lucky enough to speak to eleven clients from aged care, home care and retirement to create the first instalment of Senior Stories, a series of videos that delve into the lives of each client.

Senior Stories showcases the tales, talents and triumphs of these individuals, and recognises their independence. The series is a reminder that Brightwater always pursues the dignity of independence for clients and that life doesn’t stop when entering old age.

The series is full of beautiful stories, including that of Penny Crittall, who was an ABC presenter for children’s plays and other programs. She has travelled the world and is still to this day an avid theatre buff.

“Somehow or other, you’ve got to keep going and doing the things you like doing, going out to various shows, meeting people, so you don’t feel cut off from the world, you feel part of the world.”



To watch Penny’s story and many other incredible tales visit our website at:
www.brightwatergroup.com/seniorstories/

Music strikes a chord with clients and staff

With social isolation playing a part in our everyday lives, music therapy has become more important than ever for Brightwater. As Music and Wellbeing Coordinator Hayley Antipas adapts the Music Pharmacy to suit clients' needs and work effectively online through video, clients are still getting their regular musical remedy.

The Music Pharmacy offers a variety of music services to support the health and wellbeing of clients and staff. The program includes group music therapy, music instrument sessions, personalised playlists and move & groove sessions. The Music Pharmacy is delivered across a number of our sites in residential aged care, at home care and transition care. Hayley says the program uses music as a mechanism to reduce stress or anxiety and enhance social connections, whilst also assisting with self-esteem, relaxation, memory recall and even respiratory function.



“The initiative links neuroscience and psychology with music and social wellbeing and uses music as an integral part of caring to support a person’s wellbeing and quality of life,” Hayley explains.

“Our programs have been specifically designed using evidence based practice, and range from jam sessions to movement and dance sessions,

“Introducing music into our core care routines not only benefits the client, it has positive effects on staff too, when we use music together, it can be really beneficial for everyone involved.”

The Music Pharmacy is currently in the process of being rolled out across all Brightwater sites.

“As we roll out the program, we will train our carers to use music as a core part of their care to support our clients,



“Each site will have a music and wellbeing champion or as we like to call it, a Music Pharmacy Maestro who will support and advocate the program.”

“We will also continue to explore unique and creative music based opportunities for staff and clients such as choir groups.”



To find out more about the Music Pharmacy, visit www.brightwatergroup.com/residential-aged-care/the-music-pharmacy/



Volunteers make a difference from a distance

Brightwater's volunteers bring extremely valuable support to our clients. We rely on this support to give our clients a sense of community, provide interesting engagement and build friendships outside of their normal care routine.

While COVID-19 has made it difficult for our volunteers to visit sites, we have introduced Brightwater Buddies, a remote volunteer program providing an opportunity for residents to connect with the community through a variety of ways including chats over the phone, hand written letters, drawings and artwork.

With more than 700 Brightwater Buddies registrations, the program has seen great commitment and support from our local community.

With Brightwater Buddies now underway, we have received some beautiful letters, drawings and beautiful artworks from children, families and adults from all across Perth.

These warm messages and artworks have been passed on to our Brightwater aged care and disability residents and our recipients have been chuffed to receive these gifts, many of which have responded to their new buddies.

We would like to thank everyone who has participated in the program.

"It was a lovely thought to receive the card and I will put the card of Australian animals in my room to cheer me up." - Gilbert

"I love having cards and pictures sent to me. It makes me feel part of the family and more at home. Thank you for the nice pictures and cards." - Meiki

"I'm very impressed with all the skilful work that people are sending. It think it's quite difficult to write a letter to someone you don't know. Fantastic effort. Thank you." - Bev

Help us expand our program

We want to make our Brightwater Buddies program even bigger. And we want to take the program into the broader community.

We have seen how well it works, but we know we can help even more people. And we know the human connections we have created can grow even further. Together we can make a difference. With a tax deductible donation, YOU will be helping.

Please give to the Brightwater Buddies Appeal. Our expanded Brightwater Buddies program will deliver even more services to the socially isolated and vulnerable, providing them with positive and meaningful connections through one-on-one interactions and social group activities.

To donate now, fill out the donation slip on the back page or visit www.brightwatergroup.com/appeal

Unleashing Life's Possibilities

Before COVID-19, Brightwater clients enjoyed some fabulous outings thanks to the Life's Possibilities program. We sincerely look forward to making these kinds of events possible for clients again. Until then, we hope you enjoy reading the beautiful experiences some of our clients have had, that could not have been possible without the Life's Possibilities program and the generous donations we have received. Thank you to everyone who has supported us.

Lifelong fan
Lisa
sees Jimmy Barnes Live!



Resident at Brightwater Bentley and devoted Jimmy Barnes fan, Lisa, was thrilled when she heard that the one and only Jimmy Barnes would headline the 96FM Kickstart Summer Concert. As part of our Life's Possibilities program, we made her wish of attending the concert come true.

"I had an amazing time that evening at the Kickstart Concert, I even met some people that I knew a long time ago and was thrilled to have seen them," said Lisa.

The concert included other great Australian performers including Daryl Braithwaite, Thirsty Merc, Killing Heidi and Diesel. Disability Support Worker Preet attended the event with Lisa, and together they enjoyed a day out full of singing and dancing.

Coffee
at Rottnest

Resident at Brightwater Maylands, Julian, spent the day at Rottnest Island with his friend Mike. They both enjoyed a coffee by the sea and had an excellent day. We would like to say a big thanks to Rottnest Express who kindly donated the ferry tickets.



Celebrating with COLOUR & PRIDE

As a proud supporter of the LGBTQI community, Brightwater was extremely proud to sponsor the PrideFest parade as part of Pride Week Perth, with a number of staff members attending, along with resident Dean from Brightwater Warnbro.

Support Worker Pat attended along with Dean and said "he had the time of his life!"

Manuao, who helped to coordinate the event, said the PrideFest parade was an absolute success, and shared some lovely feedback with Brightwater.

"As the glitter has settled on what was a phenomenal Saturday night, I just wanted to send you a sincere thanks to you and Brightwater for supporting Vic Park Pride for this year's Pride Parade. Gone is the day where the Pride Parade is a protest march for the equal rights for the LGBTI community and is now a march to celebrate individuality, community and inclusiveness. It was a pleasure to have some of your people march with us and march with pride. Thank you again for your generosity."



Nick is a Brightwater Oats Street client with an acquired brain injury. He has had a passion for cars for as long as he can remember and loves to get involved in any and all car related activities.

Nick's number one wish was to experience a V8 hot lap. With pro race car driver Dean Fiore at the wheel, Nick had an absolute blast doing laps at Barbagallo Raceway.

We would like to thank Fastlane Racing and Barbagallo Raceway for an experience Nick will always treasure.

Aiden flies high

Aiden is an equally adventurous Oats Street client who had a wish to go skydiving. He has an acquired brain injury and is in a wheelchair, but this did not stop him in his pursuit to skydive.

As a full time adrenaline junkie, who loves adventure and being active, Aiden's hope for rehabilitation is to be as independent as possible. Aiden's mum and partner were on the sidelines to share the touching moment with him. Thank you to iFly Perth for making the experience possible.














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