



LA VITA SWIAA

JANUARY 2024 | SUMMER EDITION

A Message from the Residential Services Manager

Welcome to our Summer 2024 edition of Lavita

2024! Another year and another round of new changes will come up, but you must have the formula of hard work and perseverance to achieve the desired success! ♥

Happy New Year to all my lovely residents, families and staff at SWIAA Villages.



I want to welcome all the new residents who have decided to call SWIAA Villages their home. I hope your stay is a happy and rewarding one.

2023 was an excellent year for all of us; we had many fun memories, and hopefully, this year will be the same or more. Thank you to all the staff, residents & family for always supporting and trusting the new management team of SWIAA Villages. Without your undying support, we would not be able to make it.

Seeing such fantastic attendance at the Christmas party last December was remarkable. Thank you very much to all the attendees. As the Residential Services Manager, I am very impressed with the enthusiasm of all the staff, especially the Lifestyle Officers & Catering team at SWIAA Villages and their dedication to our residents, the program and the organization. Thank you to each of you!

I am pleased to announce that we got an exceptional "A" result during our last Food Safety audit on 12th December 2023. The auditor was pleased with how SWIAA Villages continuously maintains the food safety standards in the facility. Thank you, and congratulations to my fantastic team, especially the Catering team! 🍕

On behalf of the management team, I congratulate Filomena Dela Rea (RN), who was nominated for the Employee of the Year award for 2023. I would also like to congratulate all the staff who received an exceptional award. Thank you for all your hard work and dedication throughout the year! Keep up the excellent work! :)

The latest news is that the management team arranged a Covid Vaccination clinic for consumers and staff in February, the exact date will be announced soon. Please do not hesitate to speak to one of the CCCs or RNs if you want your loved ones to receive another dose. You can also complete the COVID-19 vaccination consent form and forward it to the CCCs or RSM.

I want to thank everyone for all the patience, cooperation and support you have provided our team to ensure we maintain the safety of everyone, particularly our residents, who are the most vulnerable. As most of you know, our site experienced a COVID outbreak in November. This outbreak had such a significant impact on our team and on our residents. Happily, we do not have a Covid-19 outbreak at this stage. I also greatly thank all the nurses, contractors, and allied health teams for their fantastic job throughout the outbreak.

Please note: Emille stepped down as acting CCC in Parkview in December for personal reasons, but she will continue her role as a Registered Nurse at SWIAA. Please welcome our new acting CCC in Parkview, Cristi Tan. Cristi was in a care manager role in his previous job. Please feel free to call his office if you have any clinical issues.

Please remember, if you have any feedback you would like to provide, please have staff assist you in filling out a feedback form. We welcome your feedback. This is valuable information and allows us to improve.

If you want to see me for anything, my office door is always open!
Keep safe, everyone.

Warm regards,

Joyce | Residential Services Manager

Welcome to SWIAA Villages

RESIDENTIAL AGED CARE & RETIREMENT LIVING IN THE HEART OF SOUTH WEST SYDNEY

LIFE AT SWIAA

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NEWSLETTER TEAM

*"Just keep
moving
forward"*

We hope that you will enjoy looking at the photos throughout this edition of your newsletter. We welcome any suggestions and feedback to further improve on this very important tool that takes a peek of what life is like at SWIAA Villages.

Latest newsletters are displayed in Reception. Friends and Families can collect it from Reception or go to SWIAA website: www.swiaa.org/newsletters/

Alla Prossima!
SWIAA Newsletter Team



FEEDBACK AND SUGGESTION INFORMATION



We Value Your Feedback and Suggestions!

At SWIAA, we believe that the key to growth and improvement lies in actively listening to our valued residents, representatives and staff. Your thoughts, suggestions, and ideas play an integral role in shaping our service. That's why we are excited to provide information regarding Feedback and Suggestion Box!

Located conveniently in our Reception area and Gardens entrance, our Feedback and Suggestion Box is an accessible and confidential platform designed to encourage open communication. We want to hear from you - whether it's a compliment, a concern, or a brilliant idea, your input matters to us.

How can you participate?

Visit our Reception area or Gardens entrance: The Feedback and Suggestion Box is located prominently in our Reception area and Gardens Entrance. Simply drop in and share your thoughts using the provided forms.

Confidentiality: Rest assured that all feedback will be treated respectfully and confidential. Whilst providing your name will provide an opportunity to seek further information, if required, we also understand that some may prefer to submit anonymous feedback.

Be Specific: When providing feedback or suggestions, try to be as specific as possible. Details such as areas of improvement will help us better understand your input.

Share Your Ideas: Don't hold back! Your suggestions may spark a creative solution that benefits all.

Your feedback is crucial in helping us deliver the exceptional experience you deserve. We appreciate your continued support and look forward to hearing from you soon.



Thank you for being a part of SWIAA family!

SWIAA VILLAGE UPDATE

Quotes have been approved to replace the wooden structure over the walkway. Tim the builder is expected to commence work Monday 15th January 2024. This work should take about one week.



The washing of external villa and Community Hall windows in the Village was carried out by Medclean, as scheduled at the end of October. Pest spraying was also carried out in the Village on 23rd October 2023.

On the evening of Wednesday 15th November, Godwin, Damian and a few villa residents walked through the village and assessed the lighting situation. As a result, more solar bollards have been ordered and upon delivery, will be installed where it was identified and agreed to by all present.

When you need an interpreter, phone 131 450

Arabic
محتاج مترجم؟ اتصل بنا على 131 450

Chinese
需要普通话或粤语翻译，请拨打 131 450

Dari
په داري ژبې ژباړې ته اړتیا ده، 131 450 ته پېل کړئ

Farsi (alt Persian)
په فارسي ژبه ژباړې ته اړتیا ده، 131 450 ته پېل کړئ

Greek
Χρειάζομαι διαφώνηση, καλέστε το 131 450

Hazarragi
محتاجه ترجمه د هازاري ژبې ته، 131 450 ته پېل کړئ

Italian
Grazie per bisogno di un interprete, telefonate al 131 450

Japanese
通訳が必要の場合は、131 450 に電話してください。

Korean
한국어 통역이 필요하시면 131 450 번호로 전화하세요

Korean
통역사가 필요하시면 131 450 번호로 전화하세요

Nepali
मलाई नेपाली भाषाको अनुवाद चाहिए, 131 450 को नं.मा मलाई सम्पर्क गर्नुहोस्

Pashto
په پښتو ژبه ژباړې ته اړتیا ده، 131 450 ته پېل کړئ

Russian
Вам нужен переводчик? Позвоните по телефону 131 450

Serbian
Imate li potrebu za prevodnikom, pozovite na 131 450

Somali
Mahanad u baaharo, buuxmaan, ka war: 131 450

Spanish
¿Necesito un intérprete? Llame al 131 450

Tamil
உங்களுக்குத் தேவையான மொழிபெயர்ப்பு, 131 450 எண்ணுக்குத் தொடர்பு கொள்ளுங்கள்

Thai
ต้องการล่ามติดต่อ: 131 450

Turkish
İhtiyaçınız varsa lütfen, 131 450 numarasına arayın

Vietnamese
Bạn cần dịch giả? Vui lòng gọi đến 131 450

www.tisnational.gov.au
24 HOURS A DAY, EVERY DAY OF THE YEAR

LIFESTYLE ACTIVITIES

We celebrated the joyous spirit of the season at our SWIAA Christmas Party on December 22nd. Our residents were treated to a delightful four-course meal, immersed in the festive tunes of Christmas carols, and captivated by a heartwarming concert. The evening came alive with moments of joy as residents took to the dance floor, making cherished memories together.

The occasion was made even more special as our residents were joined by their beloved family members, adding warmth and togetherness to our celebrations. It was a beautiful gathering where wonderful memories were created, fostering a sense of community and festive cheer among us all.



Merry Christmas





Christmas Party 2023



At SWIAA, our residents' happiness is our utmost priority, and witnessing their smiles and enjoyment during our activities is truly heartwarming. As we embark on this new year, we have an array of special events meticulously planned to enhance the experiences of our residents.

We invite all residents and their families to participate and relish in the upcoming festivities. Be sure to mark your calendars and join us in creating more unforgettable moments together.

We joyously marked the festive season with the Independent Living Units Christmas Party at SWIAA on December 13th. Our cherished residents reveled in an afternoon filled with delightful music, delectable food, and heartwarming laughter.

NEW YEAR CELEBRATION

We commemorated the New Year with a splendid gathering at Gardens Dining Hall on January 5th.

Our residents immersed themselves in the harmonious tunes and delectable food, creating cherished memories and enjoying a delightful time together.

As we welcome the New Year, our earnest prayers extend towards the well-being and happiness of our residents. May the coming year be filled with good health, joyous moments, and an abundance of happiness for each and every one of our cherished SWIAA family.

In the embrace of time, a new dawn we find,
Golden moments ahead, in hearts so kind.

With every tick, a chance to smile,
Happy New Year, let's cherish each mile.



AQUA PAINTING

MAGIC BALL



SING ALONG

CARD GAME



ST JOHNS BOWLING CLUB, BUS TRIPS AND GARDEN WALKS



These are some moments captured during residents' daily activities.

Activities are being conducted throughout the day.

Missed out on the fun? Worry not! Join in the next one!

Engaging in outdoor activities, such as walking or outing, enhances health, create opportunities for interaction and combating feelings of isolation. The natural and social surroundings contribute to improved mood and reduced stress, benefiting mental well-being.



BALLOON TENNIS



HOLY ROSARY



HAPPY HOUR



QUOITS



BIRTHDAY CELEBRATION




At SWIAA, each day is marked by a spirit of celebration, yet there is a unique significance attached to the birthday festivities of our esteemed residents. These special occasions not only honor the passage of time but also serve as a heartfelt acknowledgment of the individuality and contributions of each resident. We take pride in cherishing these milestone moments, creating lasting memories, and ensuring that every birthday celebration is a testament to the warmth and sense of community that defines life at SWIAA.



Some glimpse of heartwarming meet session we had on December 8, 2023, the residents had the pleasure of a Christmas visit from the students of Mary Immaculate. The presence of these students brought joy and smiles to the faces of our cherished residents.



Check out our Facebook page 'SWIAA Village' Like our page to get updates on more fun photos and videos of our residents.

We are excited to highlight a wonderful addition to our Memory Support Unit – a specially crafted Sensory Blanket. This thoughtful creation was skillfully made on-site by our talented Lifestyle Supervisor, Sandra Sanabria. We extend our heartfelt gratitude to Sandra for her continuous efforts in enhancing the well-being of our residents. Thank you, Sandra, for your dedication to making a positive impact on the lives of those we care for.

With remarkable ease, our resident Elvira demonstrated her skill in solving a challenging puzzle.

IMPORTANT CLINICAL INFORMATION

POLYPHARMACY

Polypharmacy is a term used when an individual person is administered multiple different medications. While there are varying definitions, the term polypharmacy remains to be more commonly applied when five or more medications are administered.

Residential aged care homes are currently required to report on the number of their residents administered 9 or more regular medications as part of the National Aged Care Mandatory Quality Indicator (QI) Program.



As we get older, it may be more likely that we need medications to treat different conditions. This can be appropriate and helpful to improve quality of life. However, when taking more medications, there can be a greater risk of interactions between them, such as where the effects of one medication either increase or reduce the effects of another.

Further, with more medications, there are more possible adverse, or side effects. If more than one medication can cause a particular adverse effect such as drowsiness for example, the person may become over-sedated.

Sometimes a medication is added for a new problem without necessarily realising the problem was an adverse effect of a different medication. For example a person experiencing nausea caused by a medication may be started on an anti-nauseant. It is important to recognise adverse effects when they occur and discuss these with the doctor who can consider alternatives that may avoid adding more medications to manage the adverse effects.

Another consideration is that the human body changes as we age, shifting the way that medications are processed or removed by the body. This may mean the older person becomes more sensitive to the effects of certain medications and particularly if combined, thereby increasing the risk of side effects, or medications can have effects for a longer period of time.



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POLYPHARMACY

Some types of medications may also carry a higher risk of side effects particularly with long term use; this may include medications used for chronic pain. Health care providers may discuss trial of alternative options on the quest of finding a good balance between helpful effects while minimizing long term adverse effects like impact on the mind, cognition and balance.

It is therefore important to have medications regularly reviewed and tailored. This is usually done regularly by the doctor, or the doctor may

refer for a medication review to be conducted by a clinical pharmacist. The doctor and pharmacist collaborate, together with the person, to ensure their medications continue to be safe & effective.

Stopping medications can be sometimes viewed as 'not treating' or 'giving up', but, it is important to note that review or ceasing of some medications can ultimately be beneficial and improve quality of life. This may be true even for a medication started many years ago with advice at the time that it should be taken 'for the rest of your life'.

Real life cases showing the benefits of reducing polypharmacy*



Mrs Cook is an 85-year-old lady. She enjoys going for daily walks around the facility, chatting to other people and staff, participating in activities such as bingo and going on bus trips. She is on 7 different medications each day, as she has a history of heart disease and osteoarthritis. She has been on the same medications for over 10 years.

Recently, Mrs Cook had trouble getting to sleep, and her friend suggested she ask her doctor for a sleeping tablet. Her friend has taken temazepam and had found it very helpful. After a long discussion, her doctor agrees to prescribe temazepam for a short time to see if it can help Mrs Cook sleep.

Five days after she starts taking temazepam, she becomes confused, sleepy during the day, and 'a bit off-balance'. Mrs Cook has a fall during her routine walk, thankfully doesn't have any bone fractures, but presents with large bruises and pain.

Facility staff ask for a pharmacist to collaborate with her doctor to review her medications, as this was Mrs Smith's first fall, and she isn't normally confused.

The pharmacist finds that Mrs Smith is on a medication for urine incontinence, Ditropan. This can interact with her sleeping tablet, leading to increased confusion and loss of balance. Mrs Smith tells the pharmacist that even with the tablet for incontinence, she still wakes up during the night to go to the toilet. She also says the sleeping tablet didn't help her sleep, however, did make her very tired during the day.

After the doctor review and discussion, Mrs Smith agrees to try stopping the incontinence tablet as well as the new sleeping tablet. It was also suggested and agreed to try melatonin for sleep alternately.

Two weeks later, Mrs Smith's balance is better, she is no longer confused, and has been sleeping better at night.

** Fictional names used*

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POLYPHARMACY

Mr Delaware, a 72-year-old, who has dementia with a history of high blood pressure and high cholesterol levels. He has been on blood pressure lowering medications for over 15 years. He had a few falls of late, fortunately with no injury. The staff noticed that his falls seemed to be mainly first thing in the morning or after dinner. The doctor requested more information be provided on his blood pressure.

While his blood pressure charts showed readings in normal range, the doctor and pharmacist were concerned that he may be experiencing a rapid drop in blood pressure on sitting or standing up when he wakes in the morning or after a meal - the risk of this effect increases with ageing and can be an adverse effect of blood pressure lowering medication. It was discussed and agreed to trial reducing and subsequently ceasing his blood pressure tablet.

Mr Delaware's blood pressures continued to be monitored regularly after the medication was stopped and his blood pressures remained in normal range.



Mrs Bessmer, an 84 years old lady, had a fall in her independent living unit and was taken to hospital where a fracture of hip was diagnosed. She experienced a lot of pain following the surgery of hip repair, so doctors increased the dose of her pain medication. Mrs Bessmer was discharged back to a residential aged care home, with a plan to increase physiotherapy sessions to help improve her mobility.

At the beginning, it was quite painful for her to move the way she did previously and found it increasingly uncomfortable following the daily physio sessions. It was agreed by her doctor and Mrs Bessmer that she have another increase in her pain medication to help her manage the rehabilitation process.

Following months of physiotherapy, she was walking again with no real pain issues. Staff noticed, however, that she was becoming more forgetful. The doctor discussed this with Mrs Bessmer and her family, and it was agreed to start reducing her pain medication slowly as it may be contributing to her symptoms.

Mrs Bessmer was initially quite hesitant as she recalls how painful it was to walk, but with some persuasion from her family, she agreed to give it a go. Over the next few months, her dose of pain medication was reduced and subsequently ceased with no further flares of pain and her memory appeared to improve.

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THE STAFF ROOM

TEAM SPOTLIGHT

"Team Spotlight" is the segment where we will showcase the exceptional individuals within our team who have made a significant impact. Stay tuned as we highlight their interesting little-known facts and their contributions to our organization.

In this edition of our newsletter, we are thrilled to feature Exceptional Service Award winner Raquel Arapi. Raquel has been with SWIAA for 2 year plus working in Catering. She has made outstanding contributions and unwavering commitment to our organization's mission.



**Raquel
Arapi**

What year were you born?

1973

What is your place of birth

I was born in Uruguay. I migrated to Australia in the year 2003.

Why did you decide to work in aged care?

I am grateful for the opportunity to be employed at SWIAA, and I am thoroughly enjoying my work. It brings me immense satisfaction to contribute to the happiness of the residents, particularly when they appreciate the sweets I provide.

What do you like most about working at SWIAA?

When I make special food as per their request, it makes residents so happy. Their smile is so rewarding. When I am around, residents like to talk to me as they know that I pay attention to them and care for them.

Where is your happy place in Sydney?

Especially Home but also feel free when I am close to nature. I love Nelson Bay Beach/Port Stephens and Blue mountains to name a few.

What is something people don't know about you?

I love baking. I love contact with nature like beach, star gazing. And value family time.

Your message to Residents and Staff?

To my residents, anything you need, I am here for you. To the staff, thank you for helping me do my job better.

WELCOME TO THE TEAM

OUR NEWEST TEAM MEMBERS NOVEMBER-DECEMBER

- Dibsha Thapa-RN
- Laxmi Chapagain-RN
- Johnathan Tumamao-PCW
- Shivashni Kumar-PCW
- Ayesha Khan-RN
- Cristi Tan-Acting CGC



CRISTI TAN

We are glad to have you on board!



SWIAA expresses heartfelt gratitude for your unwavering dedication and outstanding efforts that continue to inspire and drive our collective success.

We are pleased to announce that Cristi has recently joined our SWIAA team as Acting Clinical Care Coordinator for Parkview. We encourage you to engage with him for any clinical queries or discussions.

THE STAFF ROOM

STAFF CHRISTMAS PARTY

On the 8th of December 2023, we joyously gathered to celebrate our annual Staff Christmas Party, a memorable event filled with delightful food, refreshing drinks, lively dance, and the creation of wonderful memories. The occasion was made even more special as we recognized and honored outstanding achievements within our dedicated team.

During the festivities, accolades were presented for Employee of the Year, Long Service Achievements, and the Delivery of Exceptional Service Award. We are pleased to announce that the coveted Employee of the Year award was bestowed upon RN Filomena Dela Rea, recognizing her exceptional contributions and commitment to our organization.



STAFF CHRISTMAS PARTY 2023

GOM
*TEAM

WE APPRECIATE YOU!



STAFF AWARDS

EMPLOYEE OF THE YEAR	Filomena Dela Rea
GOING ABOVE AND BEYOND	Damien Bourke
GOING ABOVE AND BEYOND	Maria Lima
TEAM PLAYER	Christine Kelleher
TEAM PLAYER	Telesia Malai
LIVING OUR VALUES	Dorothy Naciongayo
LIVING OUR VALUES	Raquel Arapi
CUSTOMER SERVICE	Reema Anuj
CUSTOMER SERVICE	Roja Shakya
PEOPLE'S CHOICE	Merita Rufati
PEOPLE'S CHOICE	Rayzel Kant
EXCELLENT FEEDBACK	Beverly Albaniel
EXCELLENT FEEDBACK	Shandiya Goswami
BEST DRESSED	Kim Zadro
10 YEARS LONG SERVICE AWARD	Valentina Petukhova
10 YEARS LONG SERVICE AWARD	Haseena Rahat
10 YEARS LONG SERVICE AWARD	Helen Girma
10 YEARS LONG SERVICE AWARD	Maria Lima
10 YEARS LONG SERVICE AWARD	Telesia Malai
5 YEARS LONG SERVICE AWARD	Yin Lai
5 YEARS LONG SERVICE AWARD	Shrijana Karki



THE BRAINY BUNCH

NEW YEAR'S WORD SEARCH

New Year's Word Search

J A N U A R Y F R I E N A C E
 F R I E N D S Y A S R I L A H
 N E Y S E R T I E M O W B L C
 B S I L Y F A E N E I Y A E O
 N O C R N V N V E Y D L B N U
 A L D C L O C K L T I E Y D N
 R U V E W M I D N I G H T A T
 V T O A S T W S N O L Y I R D
 G I A N I N G S E V E U A R O
 C O N F E T T I T M I N G S W
 R N O L C E L E B R A T I O N
 A J A N U E L V E I M K E R A
 Y P A R T Y H A A P Y S E V W
 N E W Y E A R C L O K S O R Y
 S H A P P Y E B A L L R E S O

BABY
 BALL
 CALENDAR
 CELEBRATION
 CLOCK
 CONFETTI
 COUNTDOWN
 EVE

FAMILY
 FRIENDS
 HAPPY
 JANUARY
 MIDNIGHT
 NEW YEAR
 NOISEMAKER
 PARTY

RESOLUTION
 TOAST



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NEW YEAR 2024 COLORING





WHAT'S ON NEXT MONTH

Your newsletter about SWIAA!

Upcoming Event

Family and Friends Meeting
14th Feb 2024

Location:
Administration Building

Visit Our Facebook Page

@SWIAA Village
Reminders

- Please don't forget to check your mail.
- Please send resident's new clothes to laundry for labelling before use.



SPECIAL EVENTS

INTERNATIONAL HUG DAY CELEBRATION-HAPPY HOUR



2nd February 2024
Gardens Dining Room
2:00pm onwards



CARNIVALE CELEBRATION-HAPPY HOUR

9th February 2024
Gardens Dining Room
2:00pm onwards



SHROVE TUESDAY-PANCAKE DAY-HAPPY HOUR

13th February 2024
Gardens Dining Room
2:00pm onwards



VALENTINES DAY/ASH WEDNESDAY

14th February 2024
Gardens Dining Room
12:00pm onwards



DRINK WINE DAY- HAPPY HOUR

16th February 2024
Gardens Dining Room
2:00pm onwards



INTERNATIONAL MOTHER LANGUAGE DAY

21st February 2024
Gardens Dining Room
2:00pm onwards



BIRTHDAY OF THE MONTH

23rd February 2023
Gardens Dining Room
2:00pm onwards



Give This A Go!

PARACHUTE GAME



AQUA PAINTING



Activities are in progress throughout the day. Join in the fun!

Let our Lifestyle Supervisor-Sandra know if any activity interests you.