

## CaSPA Care April 2020 Highlights

How blessed we all feel to be involved with our amazing residents and families at CaSPA Care Emerald Hill & South Port in such unprecedented times.

Our Lifestyle Team are working together to bring happiness and support to all our residents during this time of isolation and uncertainty of the COVID-19 pandemic.

Our major focus during the past weeks has been enabling as many residents as possible to connect with family and friends through virtual platforms, including FaceTime, Skype and mobile phones, with over 70 plus families now staying in contact remotely. As well as those residents with their own devices doing it themselves.

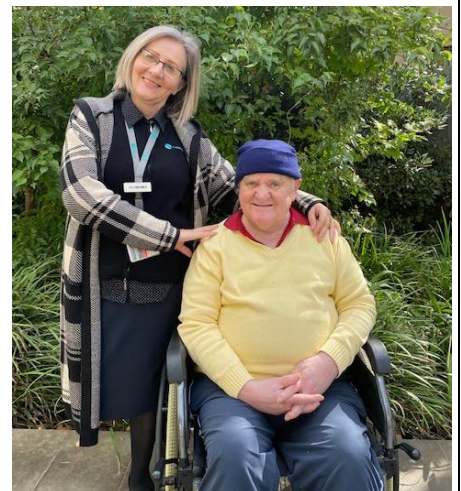
Fortunately, with the success of this initiative, we are delighted to see the enjoyment which has arisen for both residents and their families alike. During these testing times, residents have been able to connect to family and friends no matter the location, spreading support and comfort overseas, interstate or simply to someone down the street. We have even had a virtual dinner with family members!!

If you would like to connect please contact Vicki Fraser [vfraser@caspacare.org.au](mailto:vfraser@caspacare.org.au)



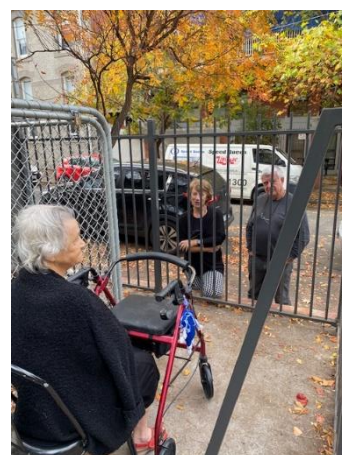
Our program changed during the month of April as our regular volunteers and contract activity suppliers could no longer attend due to isolation. Our team were able to successfully re adapt and facilitate a full and rounded program. The virtual world has become even more important at this time. Exercise, regular garden walks, Zumba, Yoga, Meditation, Opasize, News & Views, Virtual quizzes, home style baking, Armchair travel , PowerPoint presentations, High Teas, a shopping trolley taken to all floors and rooms, art, craft, music and more is being run over both sites. Important days on the monthly calendar are being remembered including Easter with a free Easter Egg Raffle for all and a winner from each floor and South Port chosen. There were special Easter gifts for all on Easter Sunday. Greek Easter celebrations with dying the eggs red from start to finish, with amazing help from our Greek residents who also enjoyed additional religious services on the Friday and Sunday. ANZAC Day ceremonies held on all floors and South Port, along with an afternoon presentation commemorating this special day. Mother's Day will also be celebrated with special Morning and Afternoon Teas and Luncheon, a movie matinee and free raffle.

Our residents are enjoying the diverse range of activities throughout Emerald Hill and South Port





With restrictions from visiting now some families have chosen to visit and celebrate special Birthdays and occasions whilst social distancing from the fence side of our Emerald Hill residence, and South Port back gate. Our residents are also using Lionshare Café for takeaway coffees and homemade cakes.



With generous support from The Olver/Carlyle Foundation we have been able to purchase brand new resources, activities and tools for our team to use with our residents. Including real life puppets, sensory items & equipment including robotic dog and cat, jigsaw puzzles for the visually impaired, aqua painting, communication balls, floor games, additional resources for Sensory Room in House 3 and wireless speakers for all floors and South Port

A new wireless sound system with 10 individual headphones have been purchased also and we will be creating book clubs, iPod talks, music appreciation groups, silent discos and more.



Please enjoy the photographs we have included however there are many more that have been collated into posters which are placed on notice boards for residents and staff to enjoy.  
Residents and families may request an individual copy if they wish.

We are emailing individual photos to some family members with positive feedback. Management and all staff at CaSPA Care are working very hard together to ensure our residents individual needs are met even if it is the little things, it still matters. Getting our residents into the gardens is a priority as many have always enjoyed the opportunity to walk in the community.

The new activities we have commenced have proven to be very well received and brought our people into a new world. For example, opportunities to see the world from their armchair, an afternoon at the Ballet, a ride on a roller coaster, watch live penguins at the zoo, visit to the Chelsea Flower Show or to learn more about Vintage Cars. There is also now more opportunity to watch requested religious services on the TV. movies, musicals or documentaries. CaSPA Care have installed STAN on each level at Emerald Hill which brings more variety, along with Netflix and YouTube. The Lifestyle Team are creating additional specific Power Point presentations as well either for groups or individuals which has had wonderful feedback. I'm happy to discuss with anyone further about these creating personalised presentations which can be set up in residents' rooms on the TV's or iPads or in the main lounges

We have received some caring letters, emails, texts and phone calls , from our volunteers and students enquiring about our residents and requests to pass their best wishes on to them and how eager everyone is and looking forward to coming back to be the broader part of the CaSPA Care Family once again..

Staff have been providing additional 1:1 emotional support visit to residents and it's been really inspiring to hear our residents thoughts of this isolation including :

- Many saying they are 'fine, feel safe, and enjoying the activities on offer'
  - 'Enjoying the face timing to their family and friends'
- This time could be a lot worse; it was harder through the depression than this,
  - We are happy, I do not have any issues

I really look forward to your feedback and please don't hesitate to contact me with any questions going forward to do with Lifestyle options for residents

Warm Regards Vicki Fraser & The Lifestyle Team

CaSPA Care. 27<sup>th</sup> April 2020

