

Brightlife



How Vera
got her
smile back



Inspired choices

Welcome changes to improve your wellbeing

Page 4



Marjorie's legacy

How a lifelong love of horse racing made Marjorie a local icon

Page 5



Our vision for Inglewood

A sneak peek of our plans

Page 6

From the CEO



What a beautiful time of year this is – still warm enough to enjoy being outside, and cool enough to enjoy coming in as the afternoon sun disappears. With the change of season also comes the promise of something new, and it's certainly true that Brightwater continues to experience many new aspects of the aged care and disability sectors.

Within Brightwater At Home we are working hard to provide a variety of choice and value in our services and reducing the time it takes to begin services once packages are approved. The addition of our navigator role is making it easier for clients to access the system and our staff are now equipped with mobile devices that provide service information and balances in real time while visiting clients at home.

The ongoing national rollout of the NDIS continues to provide opportunities for our clients to access support that enables greater participation in day-to-day community activities. The number of clients now accessing NDIS-approved services has doubled over the last 12 months!

We also welcome the introduction of the new Aged Care Quality Standards from 1 July this year. The standards focus entirely on outcomes for you, the consumers,

and reflect the level of care and services that our community expects from organisations like Brightwater that provide government-subsidised aged care services; for example, around dignity and choice, personal and clinical care, and the staff who work with us.

The standards are overseen by the Aged Care Quality and Safety Commission, who also oversee accreditation for residential aged care providers. Brightwater is delighted to have a strong record of accreditation, and an exceptionally hard working Quality team who support our site staff to keep everyone informed on requirements prior to unannounced re-accreditation visits which began in January this year.

Accreditation looks at all the components involved in operating a residential aged care home, including the physical environment. You might recall from previous editions that we are undertaking an organisation-wide refurbishment

program in all the common areas of our sites, including the kitchen areas. We're hearing terrific feedback from clients at Birralee in Innaloo, Kingsley and The Village in Inglewood about the refurbishments (see page 6), and we're continuing our focus in the kitchen with an exciting new project to 'reimagine the meal experience.'

This project will look at all aspects of enjoying food, from the various ingredients to the way a meal is presented, to the environment in which people most enjoy having a meal. I can't wait for the discoveries and benefits we can bring to our clients on this journey, including from some very special partners! We've been taking advice from an Australian icon of food, Maggie Beer, through her Foundation, and we can't wait to show all our clients what we are learning.

I hope you enjoy the stories in this edition.

Jennifer Lawrence
Chief Executive Officer

Royal Commission Update

The Royal Commission into Aged Care Quality and Safety has well and truly moved into the public sphere with community hearings held in Adelaide, Melbourne and Sydney. The hearings have covered a number of topics including home care packages, dementia care and restraint management practices.

I was delighted to appear at the May Commission hearing in Sydney as part of a panel responding to questions regarding models of care in residential care, with a particular emphasis on dementia care. Brightwater has a long history of caring for clients with dementia, and we are proud to have been chosen by the Australian Government to deliver the pilot Specialist Dementia Care Program at our home, The Village, in Inglewood (full story on page 3).

My experience at the Commission was encouraging, and I truly believe that the gravity of the issues facing aged care in Australia are being represented strongly, with the result being a focus on solutions rather than finger pointing. I will keep you updated on developments as they relate to Brightwater, and again if you wish to know more about the Commission directly you can visit the website at agedcare.royalcommission.gov.au.



Visit leaves Brad soaring

Eagles players (left to right) Rosie Deegan, Josh Smith, Nathan Vardy, Patrick Bines and Adam Selwood, with Oats Street client Brad.

As you can see from the smile on his face, diehard Eagles fan Brad was in his element when a team from the West Coast Eagles visited Oats Street in February.

Brad – who’s only recently learned how to use his electric wheelchair – was tasked with leading premiership players Adam Selwood and Nathan Vardy, new recruits Patrick Bines and Josh Smith and AFLW player Rosie Deegan on a tour of the site. He relished the opportunity, even managing to include a detour to

show them his room, adorned with a collection of team memorabilia.

While on site the Eagles stars also joined clients and staff for a morning tea and were eager to learn more about everyone’s stories. They also happily shared their tips on kicking and delivering the perfect handball, much to everyone’s delight.

And, for Brad the visit had an even sweeter end to it – Adam Selwood recognising his super fan status and sending him a signed 2018 premiership guernsey!

The Village to pilot dementia program

Brightwater’s residential aged care home The Village, in Inglewood, will be the first in Australia to pilot a specialist care program designed to support people exhibiting very severe behavioural and psychological symptoms of dementia.

The Commonwealth Government-funded unit is the first of 30 to be established across Australia over the next two years.

We are very proud that Brightwater was chosen to pilot the program and help with the broader roll out of the program nationally.



Reader survey update

Last issue we asked whether you like receiving Bright Life and were pleased to learn that you do – with 80% of recipients reading it regularly, and 99% of readers giving it a big thumbs up in terms of stories!

Thank you to everyone who completed the survey, and a special congratulations to Margaret from Marangaroo who won the \$50 Myer voucher. We hope you enjoy the changes we have made based on your feedback – happy reading!

I enjoy reading what is happening across all Brightwater communities. It's lovely to see what positive outcomes there are for clients, families and carers.

Donella, Mt Lawley

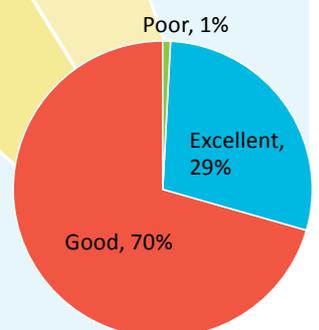
Very interesting, looking forward to the next issue.

Maureen, Gabbadah

I like the format/colourful presentation of the newsletter and enjoy reading it.

Margaret, North Fremantle

Bright Life achieves a **99%** satisfaction rating!



Inspiration corner

As we head into winter, why not focus on doing things that make you happy?

More than a furry friend

Did you know pets can reduce anxiety and stress?

- **They impact our mood**

There's lots of science around how pets make a positive impact on our mood, but the real proof is found by simply giving a cat or a dog a hug. One cuddle and the world looks a little brighter!

- **Taking your dog for a walk is good for your physical and mental health**

We love dogs here at Brightwater – that's why they are welcome residents at a number of our aged care homes. We can also help you take care of your pet at home, from regular walks to arranging and attending vet visits.

- **Pets are great depression-fighters**

A comforting paw on your hand, a gentle nuzzle or the constant demand for attention will let you know you're not alone.



It's a laughing matter!

They say laughter is an excellent medicine. Here are a few reasons why!

- **It can boost your immunity AND give you an internal workout**

Laughing helps to produce immunoglobulin, an infection-fighting antibody that supports your immune system. It can also increase blood flow, improve blood vessel function and decrease blood pressure. And, your facial, back and abdominal muscles will get a workout from a real rip-snorter!

- **It can provide natural pain relief**

You know those endorphins we mentioned earlier? They are also a natural pain reliever – the more in your body, the greater your pain threshold.

- **It's uplifting**

When we laugh, our body releases endorphins – the natural, feel good chemicals that promote wellbeing – and produces less cortisol and adrenaline, the two hormones that make us feel stress and anxiety.

- **It's a brain booster**

Cracking up gets the respiratory system going, which means more oxygen flows to your brain. Laughing also releases neurotransmitters so your brain can make connections quicker.



Put your mind to it!

Whether you're one or 100, keeping your grey matter active can improve your brain health. Here's how.

- **Seek out stimulation**

Keep your mind active to stimulate your brain and strengthen connections. Challenge yourself with a puzzle (start with Sudoku on page 11), try a brain-training app like Lumosity or Elevate or put yourself in the hot seat while watching your favourite game show.

- **Get more rest**

Not getting enough shut eye can make you grumpy, but it can also interfere with hormone production and memory formation. Aim for 7-9 hours of quality sleep at night – and don't forget the benefits of a power-nap!

- **Embrace change**

While we all need routine, our brains also benefit from change. Mix up your daily activities every now and then to keep your brain on its toes!

- **Eat well**

Feed your brain! Think omega-3 fatty acids (found in fish and walnuts) to promote production of new brain cells, or purple and red foods (berries, tomatoes and kidney beans) rich in antioxidants to fight inflammation.





Marjorie's love of horses started when her father bought her first pony at age five.

Marjorie rejoices in recognition

It's shaping up to be a very big year for Marjorie Charleson, one of the newest residents at Brightwater Redcliffe.

The lifetime lover of horses and horse racing was recently nominated for the 2019 WA Racing Hall of Fame in recognition of her pioneering spirit and the role she played in putting Ascot Racecourse on the map.

Originally from New Zealand, she worked briefly in Melbourne before moving to Western Australia and working for 16 years as a Public Relations Officer for the Western Australia Turf Club.

Throughout her career, Marjorie enticed top trainers and champion

horses to make the move to Perth with a record 28 interstate horses moving west. Marjorie also nationalised *Fashions on the Field* – an event that is widely recognised today as one of the most prestigious outdoor fashion shows.

Staying close to the track that has been such a significant part of her life was very important for Marjorie, which is why she chose Brightwater Redcliffe, moving there from her Belmont home of 40 years earlier this year.

"It's been an extraordinarily big change for me," Marjorie said. "I've always been a busy person and I was always organising things.

Last month, Marjorie returned to Ascot to present a trophy to the winner of the annual \$100,000 *The Marjorie Charleson Classic*.

“

Now I'm taking a back seat. The care and support from all of the staff here has been excellent. It's starting to feel like home.

”

Redcliffe Service Manager Michelle discovered Marjorie's extraordinary life story and has worked with her to ensure her room is decorated in a way that reflects her passion for horses, and showcases her illustrious career. Something that's proven to be a great conversation starter for staff, other residents and visitors alike!

First look

A new Inglewood hub

We're excited to share some plans that are in the pipeline for the vacant block of land next to The Village in Inglewood.

Our vision is to create a vibrant intergenerational campus which incorporates a modern 120 bed residential aged care community and a new Brightwater central office.

Construction is set to commence in early 2020 and staff will make the move to the new campus in approximately three years' time.

Connecting with nature is high on the agenda – so the design will incorporate lots of sunlight and create a network of outdoor spaces for residents and staff alike.

The Village is situated in a unique and precious location due to its proximity to the Inglewood Triangle which, although small, contains an abundance of native flora and animal life.



An artist impression of the new Brightwater Inglewood hub which includes sections up to three storeys and an additional 120-bed residential care facility.

The Village will stay operating as usual throughout the planning and construction period, and will remain as a residential aged care home. It will also undergo enhancements during this time, to ensure it integrates with our new hub.

If you would like to know more, please call Project Director Adam Roebuck on 0448 872 072.

Detailed planning work and consultation is under way but some of the elements likely to be included are:

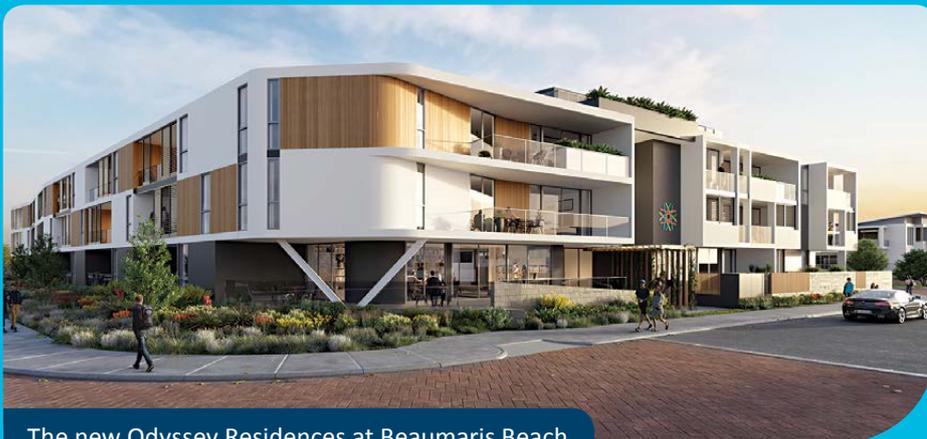
- The Village Square – where residents and staff meet
- Garden Café – for everyone
- Flexible training spaces – for Brightwater and the community
- The Terrace – outdoor areas on each level for staff and residents

Retirees flock to Odyssey

It's been tremendous to see such an appetite for our soon-to-be retirement village in Iluka.

Visitors to the display village, which opened in March, have been citing everything from the need for a

sea change, a desire to downsize and wanting to be around others while still retaining complete independence as the reason behind their interest.



The new Odyssey Residences at Beaumaris Beach are proving a hit with the over-55 market.

Comprising 58 apartments, with 16 different floor plan options, Odyssey Residences have been designed specifically for over-55s who want their own home, and to remain connected to the local community.

To learn more about this development, which will be the centrepiece of a new multi-generational lifestyle precinct in the Iluka town centre, visit odysseybeaumaris.com.au.

A reason to smile

Life was very different for Vera Cookson and her husband Bruce six months ago – there were fewer smiles, fewer outings, fewer cups of tea and fewer people in their lives. Since then, with Brightwater’s support, there have been some very big, and extremely positive changes.

The couple of 40 years had experienced a tough few years, with health-related issues hindering Vera’s physical and mental wellbeing, as well as her confidence performing everyday tasks.

In late 2019 Vera fell and injured herself as the result of using an ill-suited walking frame. However this fall turned out to be a blessing in disguise. To aid with her recovery, Vera was referred to the Brightwater At Home team.

A support network quickly formed, talking to the couple to learn how reliant Vera had become on Bruce for everything, from getting her up and helping her shower, through to making cups of tea – and how she wished she didn’t have to be, as well as how isolated she’d become, leaving the house only for medical appointments.

With a clear mission to help Vera gain back her independence, the Brightwater team introduced assistive aids around the home, setting incremental goals to improve her mobility, as well as undertaking a medication review that identified a drug that had been contributing to her loss of balance (which was what had done so much damage to her confidence in the first place).

Amazed by the transformation that has taken place in such a short time, the Cooksons can’t help but smile now. Nor can they help but sing the praises of their dedicated Therapy Assistant Rhonda, who has worked closely with Vera, providing the encouragement and skills to help her



Physiotherapist Liz has been working to get Vera back on her feet, so she can continue doing the things she enjoys.



complete the exercises needed to regain strength, tackle simple tasks around the home, go on outings and ultimately regain her independence.

It’s been a big six months for Vera and Bruce, and they tell us they feel their future is looking much brighter now!

More than dressing and dusting

Home care is often thought of as a friendly face to provide nursing services, help with our personal care and keep the house and garden neat and tidy. But Brightwater At Home offers so much more!

Some of the more uncommon services provided by Brightwater At Home might surprise you!



Exercise plans tailored physiotherapy programs to improve your physical wellbeing and keep you doing the things you love.



Medication reviews we can look at everything you have been prescribed by various clinicians to understand if there are any tweaks that can be made (in consultation with them) to make you feel more like yourself again.



Pet support dog-walking, bathing and trips to the vet so your beloved furry friend can stay with you.



Manicures and massage a bit of pampering so you look and feel your best.



Creative sessions music and art sessions to get the creative juices flowing.



Assistive technology tips on using the latest technology devices and all those useful apps that will help make life easier to manage.



Fun outings ‘a little of what you fancy does you good’ – we can help you get out and about in the community (and not just to attend those necessary but not very exciting medical appointments or to run errands).

Front cover image: Vera has developed a strong bond with Therapy Assistant Rhonda, who’s been working closely with her to rebuild her skills, and confidence.

A golden trip down memory lane

It's not every day that a chauffeur driven Austin Princess picks you up, but that is exactly how a normal Tuesday in March started for Howard and Betty Brindley.



A chauffeur driven trip down memory lane and an on air radio interview were the perfect celebrations for Betty and Howard Brindley.



The trip down memory lane was organised for the two Brightwater At Home clients to celebrate Howard's 90th birthday and the 50th anniversary of their migration from the United Kingdom to Perth.

A gift through Brightwater's [Life's Possibilities](#) program, Betty and Howard enjoyed a glass of

champagne on the drive from Hammersley – via their first ever Australian home in South Perth – to Capital Radio 101.7FM at Wireless Hill. A dedicated fan of the station, Howard calls every Tuesday morning to request his favourite song and was thrilled to meet host Les Webb.

A special morning tea was hosted for Betty and "Howard

from Hammersley" – as he is affectionately known at the station. Howard loves music, particularly "old jazz" and honky tonk, and was interviewed live on air by Les.

To cap off a memorable day, the couple finished with fish and chips at Fisherman's Harbour in Fremantle – an old stomping ground for the pair and one of their favourite meals.



General Manager Community, Janet, met Maggie Beer at the recent Food for Thought workshop for CEOs and leaders held in Melbourne.

An appetite for quality

Maggie Beer is passionate about good food, but did you know she's a wonderful advocate for older people too?

A team from Brightwater, including residential aged care, home care and catering managers, recently attended a workshop hosted by Maggie designed to challenge food practices in residential aged care.

Maggie spoke about the decision making that affects clients' access to nutritious, full flavoured meals that people enjoy eating. She also talked passionately about how

the entire food experience can be nourishing for the soul – from the anticipation of a meal, smells of cooking in the kitchen, familiar sounds of pots and pans, flavours – and even the use of music to enhance appetites.

Brightwater has had a working group dedicated to improving dining experiences in place for some time, and some of the ideas discussed at the workshop have already been put into practice while work is being done to enable us to introduce even more in the future.

Happy to be home on the farm

Retired farmer and vivacious former teacher, Janet, is taking her traumatic brain injury in her stride, getting back on her feet and returning to the family farm in the South West.

A car accident during a holiday in Tasmania a few years back turned Janet's life upside down and left her with a traumatic brain injury and acute joint pain.

After seven months in hospital, Janet transitioned into Brightwater's Oats Street Brain Injury Rehabilitation Centre determined to return to her active life on the farm. After six months of work with the Brightwater team, the boredom and frustration of being wheelchair bound became a distant memory as she had learned to stand again and was starting to walk independently.

With the aid of a Zimmer frame, Janet has relished getting into the kitchen to prepare her meals and can't wait to resume her role on the farm as baking queen, proudly



pointing out that she "can still make a mean Anzac biscuit!"

Janet's will and determination, aided by intense therapy, the support of the Brightwater rehabilitation team and the social aspects and sense of community at Oats Street kept her motivated and improving every day.

Janet made the move back home to the farm last August. Husband Kym says Janet is delighted to be back on the farm and, although she still

needs some help around the home, she continues to improve both physically and mentally.



Search [Brightwater Care Group](#) on YouTube to learn more about Janet's full story, and how the Brightwater team got her back on her feet.

TALK is the key

Research undertaken with a small group of Brightwater Oats Street residents has helped to show that a good chat can have a big impact for people who are adjusting to life after a traumatic brain injury.

The study, led by speech pathology student Naomi Ng, involved a series of tailored therapy sessions which focused on simple exercises on word and sentence structure, before moving on to describe basic procedures such as how to make a cup of coffee. The participants then progressed to storytelling, opinions

and discussions on personal matters such as recounting pre-injury events or discussing news and events.

Having now completed her thesis, Naomi's research documents the benefits that can be gained from having conversations that really mean something for the person involved.

"I wanted to investigate whether the quality of conversations following a traumatic brain injury could be improved by incorporating conversational speech therapy into clinical treatment programs," Naomi said.

“

Conversations that were more meaningful – that is, about family members or past events – often evoked emotion and improved the client's mood, and two of the participants showed strong memory improvements following the therapy.

”

Senior Speech Pathologist Melissa Marsden said the outcomes of Naomi's research were noteworthy and aligned with some of her own anecdotal experiences.

Brightwater Noticeboard

In perfect harmony



Every year on 21 March, Australians from all ethnicities, religions, backgrounds and cultures come together to celebrate Harmony Day.

At Brightwater we welcome everyone – embracing the diversity of life experiences, thoughts and beliefs – and celebrate the inclusiveness, respect and sense of belonging that are hallmarks of our communities.



The Cove, Aged Care Home, Mandurah

The reception area was strewn with flags while the table heaved under the weight of a global feast! Staff members from Mauritius, Australia, South Africa, Zimbabwe, Kenya, India, England, Scotland, Vietnam and the Philippines all gathered to share in the fun.

Care Worker Dhananjaye 'Jaye' Bheekarry was named Harmony Day Ambassador for his incredible commitment to the celebration – Jaye spent hours in the kitchen whipping up delectable drinks for everyone to enjoy.



Brightwater House

With staff members from our head office hailing from 85 different nations, Harmony Day 2019 was a great opportunity to indulge in delicious treats from across the globe, because one of the best ways to truly appreciate another culture is to taste it!

In the true spirit of the day, the long-standing debate about who created the 'pav' was ignored – and everyone just tucked in.

Did someone say pool party?

With the warm sunny days extending into autumn, it was the perfect excuse to have a get-together for the crew at Brightwater Joondalup.

It may be autumn, but we've been lucky enough to enjoy some more summer weather – providing the perfect opportunity for residents and staff to share a refreshing drink and cool-off in the blow-up pool.



Our colourful crew know how to celebrate summer in style!



Warnbro

Team members came bearing traditional dishes from their homelands – and everyone tucked in to the multicultural feast.



It was a lovely relaxed atmosphere where we enjoyed pies, quiches, pavlova, apple sponge, lamingtons, Bakewell tarts and Freddo frogs to name a few.

Martina, Warnbro Disability Community House Coordinator



The atmosphere of the day was lovely. Everyone relaxed, took a little time out and mingled, ate, and had a ball trying out all the food ... there was Traditional Bobotie and Boerewors from Africa, Jaye's special sweet treats and the table was laden with lamingtons, pavlovas, vegemite and cheese Sao biscuits, fairy bread, and a pile of hot chicken and rolls as the centrepiece.

Lynette Smith, Administration Assistant (right)



8				5				
	7		9				4	
		9		7	8	3	2	5
3		1		9			5	
		6				1		
	9			3		6		2
2	8	3	6	5		7		
	1				2		8	
			1					9

Sudoku puzzle courtesy: www.sudokuoftheday.com
Solution page 12.

DID YOU KNOW?

Companion Card eligibility check

Do you have a Companion Card? A busy social life is great, but it can get expensive.

The Companion Card is for people with a significant or permanent disability, who have a lifelong need for a carer or support to take part in community events. With the card, tickets and entry fees are two for the price of one, meaning that you don't have to pay for your companion.

Eligible cardholders can access community events knowing they have the support of a companion, without the stress of additional cost! It can be used at hundreds of attractions, entertainment venues and concerts throughout Australia.

To find out more and to see if you are eligible for a Companion Card, please visit www.companioncard.org.au.

At Home after hours too!

It's not just during the day that the Brightwater At Home team can help. We also offer evening and weekend services for visits to the cinema, exercise or fun outings!

Let there be light!

Our three-year Light Touch refurbishment project continues to transform our sites.

All of our sites are being given the Light Touch – a lighter and more contemporary look and feel, creating a calmer and more enjoyable environment.

Four sites have already received a fantastic make-over, including Birralee in Innaloo, Kingsley, The Village in Inglewood and Joondalup.

With extra signage to assist with wayfinding, enhanced lighting and new artwork along corridors, a spruced up garden (at some sites), fresh paint in palettes inspired by nature and a general declutter, the shared spaces will be more welcoming and homely for residents, families, visitors and staff alike – with all sites set for completion in the next 12-18 months.

We think you'll agree the results speak for themselves!



Bright Life is published quarterly.

Ideas and comments can be directed to:

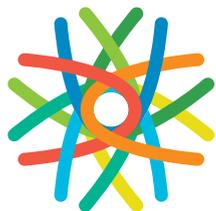
(08) 9202 2874

marketingcommunications@brightwatergroup.com



Puzzle Corner solution

8	3	4	2	1	5	9	6	7
5	7	2	9	6	3	8	4	1
1	6	9	4	7	8	3	2	5
3	2	1	7	9	6	4	5	8
7	5	6	8	2	4	1	9	3
4	9	8	5	3	1	6	7	2
2	8	3	6	5	9	7	1	4
9	1	7	3	4	2	5	8	6
6	4	5	1	8	7	2	3	9



Brightwater

Brightwater Care Group

Brightwater House, Level 3,
355 Scarborough Beach Road, Osborne Park WA 6017

Po Box 762, Osborne Park WA 6916

T 08 9202 2800 F 08 9202 2801

ABN: 23 445 460 050 ACN: 612 921 632

You are receiving this newsletter as you are part of our network of clients, family and friends. If you would prefer to be taken off our mailing list please email marketingcommunications@brightwatergroup.com



Yes! I would like to support more people like Ron

Your gift today will help us continue to expand our Music Pharmacy program.

3 easy ways to donate:

☎ 1300 223 968

✉ post completed coupon in the enclosed reply paid envelope

💻 brightwatergroup.com/appeal

Title _____ First name(s) _____

Surname _____

Company _____

Street address _____

Suburb _____ Pcode _____

Ph _____

Email _____

Thank you for your generosity!



Ron is a resident at Brightwater Oxford Gardens and enjoys attending the music group.

Please accept my donation of:

\$50 \$75 \$100 My own choice of \$ _____

My cheque/money order is enclosed and made payable to Brightwater Care Group

Please debit the above amount to my credit card:

VISA **mastercard**

Card number

CVN Card holder's name _____

Expiry date ____ / ____ Signature _____

I would like to donate \$ _____ each month by credit card until I advise otherwise.

Donate before June 30 to include your gift in this year's tax return! (donations over \$2 are tax deductible)