



# LONGRIDGE 2021

*Our year in review and building a better and more sustainable future*





## Residential Care

Promoting independence whilst providing on-hand professional, caring support.



## Residential Care

Our Residents' have recently formed a Choir and performed at our Volunteers' Christmas lunch!



Longridge residents love Bingo, another fantastic activity in our wellbeing program!



## *Message from our Chairperson and Chief Executive Officer*

To our dearly loved residents, families and Naracoorte Community, Longridge exists to offer a quality home and services where everyone is cherished and empowered to live life to the fullest.

We have had an eventful year filled with joyful as well as challenging moments as we strived to make everyday special for the loved ones in our care, while ensuring their safety in a midst of a COVID pandemic.

Our wonderful team of staff, volunteers, partners and families have made this possible, and we thank you for your generosity, selflessness, courage and perseverance.

We are delighted to share some of our highlights from the year gone by, and our plans for the next year to ensure Longridge continues to be a haven where we feel loved and at home.



*Bill Vine*  
Chairperson



*Mary-Ann Koerner*  
Chief Executive Officer

# Highlights from 2021!

At Longridge, we cherish each individual living in our home. We know the importance of taking a holistic and person-centred approach to empowering each resident to live their life to the fullest.

This means ensuring your physical, emotional, mental, spiritual and social wellbeing; while respecting your dignity by giving you choices and control over how you wish us to support you everyday.



## ***Ensuring everyone's wellbeing during a pandemic***

COVID has been especially challenging for Longridge, as it has been our responsibility and privilege to ensure the wellbeing and safety of vulnerable loved ones.

We are proud to have safely navigated Longridge through two outbreaks without a single resident impacted, and appreciate that this was made possible through the sacrifices of staff, residents and family.

We thank our residents and families for your understanding when we had to limit visits and social interactions. We know this was really hard on everyone, and we hope that the worst is now behind us.



## ***Nelly's story***

We specially acknowledge Nelly who volunteered to stay in one of Longridge's units during the outbreak so she could be there for the residents.

Nelly was fantastic, and put in every extra hour she could to making sure residents were coping well even though they could not see their families and friends.

*"It was a good experience for me; I have not been on my own since before I was married. While the work hours were extended and I was tired, it was great to just walk across and do what was needed."*

## ***Extra time and care for our residents***

In addition to asking some staff to come stay on-site to ensure continuity of care, Longridge also arranged other strategies to keep residents as comfortable as possible.

One of these strategies was creating lots of little teams of two or three staff to look after specific residents. This ensured that not only was there minimised contact between residents and staff, but residents had familiar and friendly faces around them to lessen the impact of not having their loved ones around.

This was especially the case for our memory support residents with the staff teams giving extra hours and being specially matched to each resident to help them through this time.

Longridge also increased the frequency and regularity of family communications to give families peace of mind that their loved ones were well during the lockdown.



Overall, Longridge is proud that none of our residents tested positive for the virus. This really was the result of the outstanding dedication and efforts of the staff, and we thank everyone for keeping our loved ones safe and well.

## ***Life at Longridge: Why I feel at home here***

Shirley moved into Longridge a few months ago. “It’s a big thing moving home, but everyone has been very welcoming and I am glad I can relax here.”

When asked what makes her feel at home here, she responded: “The most important thing to me is having the freedom to go out and have a cup of tea with friends. Having my independence and ability to come and go means a lot to me. At my age I don’t want to be tied down, though I realise there has to be some rules or precautions.”

Shirley particularly enjoys the food which is “absolutely beautiful” and that she feels safe. “The staff are lovely and very helpful”. These make every day enjoyable and comfortable at Longridge.





## ***Striving for sustainability through improvement initiatives***

Longridge successfully received financial grant assistance to assist our home in becoming more sustainable from a financial and quality standpoint. This included:

- Financial assistance to implement new technology to improve quality, safety and efficiency of care – which included upgrading of our internet connectivity and computer systems to enable point-of-care delivery and remote working while improving access to the internet for residents and family enjoyment, upgrading of our clinical software Leecare, new Looplearn sign-in and temperature check kiosks, trialling of medication management software, and more.
- Quality and safety assistance to review our policies and processes plus investment in staffing training to ensure that we are delivering best practice care to everyone.
- Receipt of two more residential aged care licenses so we can extend our services to more people within the Naracoorte community.



This assistance couldn't have come at a better time with Longridge joining more than 60% of residential homes across Australia in incurring financial losses in recent years due to funding limitations and increased regulations as highlighted by the Royal Commission. The pandemic has further contributed to sharp increases in costs relating to vaccinations, protective equipment and added staffing costs.

We well appreciate the impact to the community should Longridge have to reduce our services or increase prices; and thus we are doing everything we can to improve our efficiency and effectiveness while not compromising on care quality.



Longridge Ladies Auxiliary members: Pat Keatley (left), Jenny Starke, Betty Burge, Janette Smith, Sandra Green, Joy Watts, Faye Modra, Gill Savic, Glenice Bourne, Marg Hill, Marg Wellington and Janet Lindsay. Absent: Dot Plummer, Di Pridham, Wendy Loechel, Yvonne Hogarth, Jean Billing and Judy Bothe.

## Give Back helps with equipment

### Gabrielle Duykers

LONGRIDGE Ladies Auxiliary is the latest recipient of funds through The News' Give Back program.

them accumulate funds for such purchases.

"As we're seeing a larger society the residents have to get bigger wheelchairs, bigger shower chairs, bigger beds, mattress-

25 cents from the sale of every copy of The News, plus the generosity of a friend of The News who is matching the Give Back donations for the next \$10,000, makes this possible.



## ***Thank you to our local charity and community groups***

We want to thank the Ladies Auxiliary group for their continued generous support for 50 years running! Their fundraising this year has enabled us to purchase much needed ECG machines for our residents.

The Naracoorte Meals on Wheels group also generously contributed a fantastic vital signs monitor to help staff provide best quality care to residents. This will allow staff to monitor the residents blood pressure, temperature, pulse and oxygen levels if someone has a fall or feels unwell. The machine was funded by the volunteers of Meals on Wheels who generously donate their delivery payments every week.

## ***Residents know best***

This year, Longridge also invested in improving our monthly resident meetings. Every meeting now includes a special segment where the staff leave the room and residents can freely discuss suggestions and feedback to improve life at Longridge!

We have now implemented several of these initiatives, including changing the dining room layouts, improving communication with staff, and more. We are currently working on enlarging staff name badges to help residents and visitors get to know staff. We love these ideas from the residents, and are looking forward to more ways to improve our services!

All feedback received, both positive and negative, is an opportunity for us to learn how we can improve. We listen and we care, appreciating that you know best how we can help you feel supported and at home.

Thank you to everyone for making 2021 a positive year, despite all the challenges that we are facing locally and globally!

# *Building a sustainable future*

Our sustainability continues to be the priority for Longridge's Board and Management team. We are proud to have served the Naracoorte Community for over 50 years, and we are committed to being here for at least another 50 years with your help and support.

This means changing for the better.

We are excited to share with you some of our plans for 2022 to improve our home. This includes changes to our care and staffing in response to aged care reforms that we must comply with.

## 1 Workforce reforms

In response to recommendations made by the Royal Commission into the quality and safety of aged care, there will be significant changes made in 2022 and 2023 to how care is to be planned and delivered in residential homes.

This may mean changes to how Longridge staffs and delivers care. Information about this is still to be released by the Government. Potentially we may have to make some adjustment to some of our roles, staffing mix and hours. This will be a priority for the leadership team and we are committed to ongoing consultation and communication with staff, residents and the broader community to ensure this is a positive change for all.



**To improve is to change; to  
be perfect is to change  
often.**

Winston Churchill

# 2 New offerings and choices

With 50 years of experience and expertise, Longridge has built a fantastic team of highly skilled and qualified nurses and care staff. We offer delicious and nutritious meals daily and an exciting program of meaningful lifestyle and wellbeing activities daily.

To give our residents more choices every day, we will be introducing a new computer hub and Wi-Fi for all residents this year! We are also bringing in new meal choices on our everyday menus and investing in dietician support to improve our meal quality, so our food is only going to get better from here.



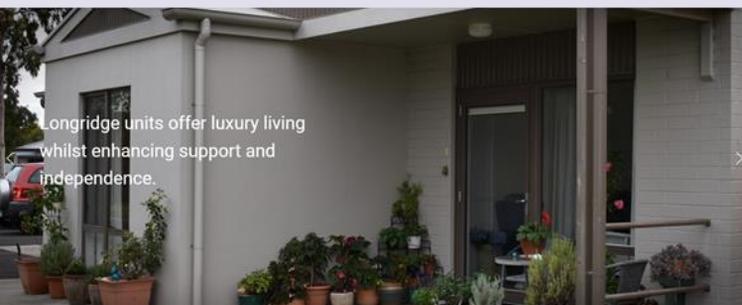
# 3 Introducing our new cottages!

Longridge understands that some of us in the community may have reached a point in life where we would appreciate some care and supports, but are not ready to move into residential care. That's why we want to offer you an opportunity to experience our new Cottages with supported living services.

Located right next to our Longridge home, you get to enjoy your independence in a comfortable one bedroom apartment complete with your own kitchen, laundry, lounge and bathroom; but with access to a range of daily activities, meals, care and support to live your best life with ultimate peace of mind.

Each home and package is tailored to individual needs and preferences, so please reach out to us to explore options that would suit you and your lifestyle.

Longridge is also committed to extending our services to those living in our independent living units. Let us know if you would like to join us on our outings or lifestyle activities, have meals delivered, or receive care and supports in the comfort of your own home. We are here to help in any way we can.





Longridge residents are supported to lead full and active lives through a fantastic wellbeing program!

*Longridge was built by the Naracoorte community for the community, with our Board of Governance formed from volunteers living locally.*

*We invite your help and feedback on how we can continue to sustainably exceed your expectations, providing a home where we feel loved, cherished and empowered to live our best lives.*

*We thank and appreciate our staff, volunteers, residents and families for your continuing support and generosity. If anyone would like to offer time or contributions, please do not hesitate to reach out.*

***Thank you and together lets make 2022 another great year at Longridge!***

Please contact us to find out more about living, working, volunteering or contributing to Longridge! We would love to hear from you.

## Longridge Aged Care

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