



Mercy Matters

March 2024

Welcome to 2024

Welcome to the first edition of Mercy Matters for 2024. We hope you enjoyed the festive period with loved ones and are well and truly into the New Year.

In the aged care world, much is happening this year: a new Aged Care Act; discussion in the media about how aged care will be funded into the future; worker shortages; and the release of stage 3 of the aged care work value case. All these things are vital to the future of good quality aged care in Australia and ones which Mercy Services are working through as announcements are made.

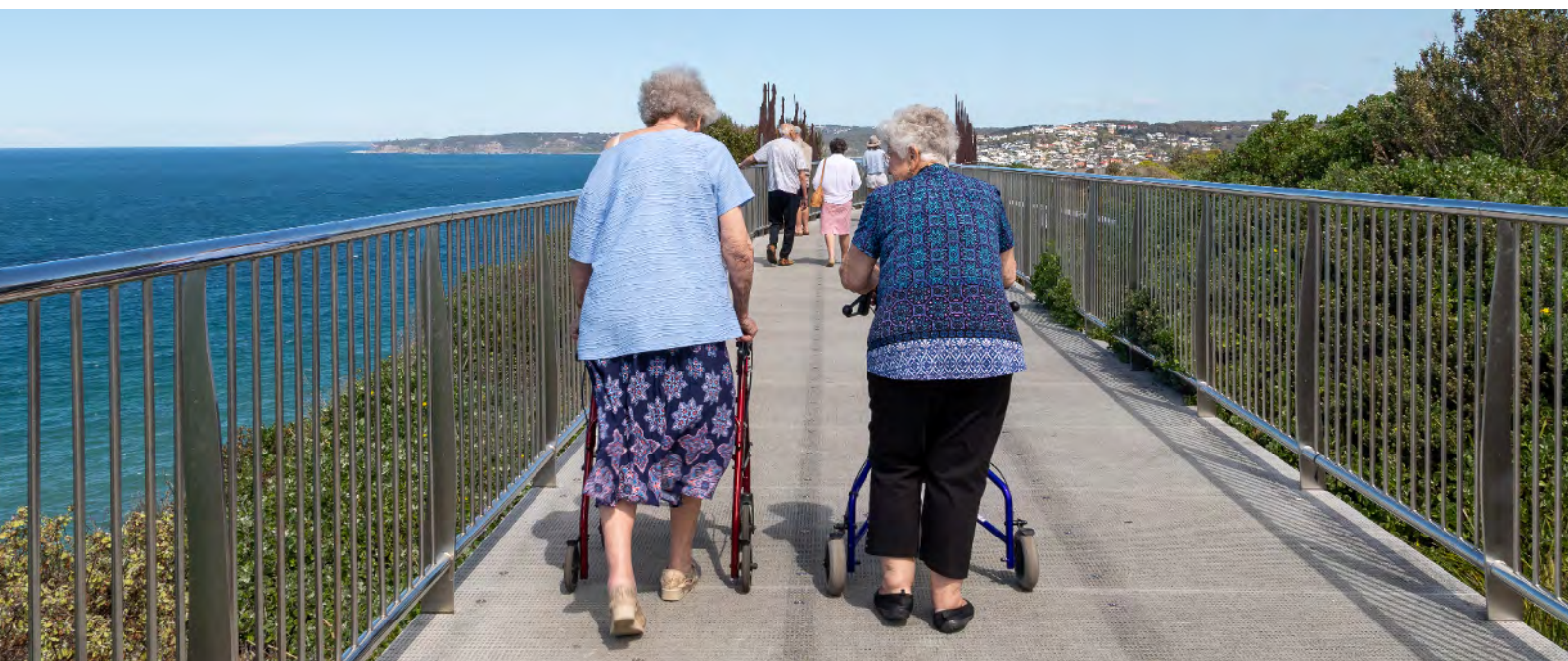
Our focus, however, is on providing 'Exceptional Care' in the tradition of the Sisters of Mercy and no matter what you may hear in the media or through friends and family please

be rest assured that everyone who works for Mercy Services is committed to keeping you safe and well cared for. All the changes that are coming will take time to work through and we will communicate with you when these changes are going to affect you directly.

The care and services we provide are our main priority, so if you are concerned in any way, please do not hesitate to get in contact with the staff at Mercy Services. If they are unable to help you, they will put you on the path to someone who can.

Enjoy the year ahead and hopefully some cooler weather!

Tony Bidstrup, CEO



Singleton Residents Welcome Vera

This year, Singleton Aged Care has decided to introduce a care home pet, Vera.

Vera is a gorgeous and calm dog that has been specifically trained to interact with residents.

Vera visits one day a week, but it is hoped that these visits will increase as both residents and Vera get used to each other, and the environment.

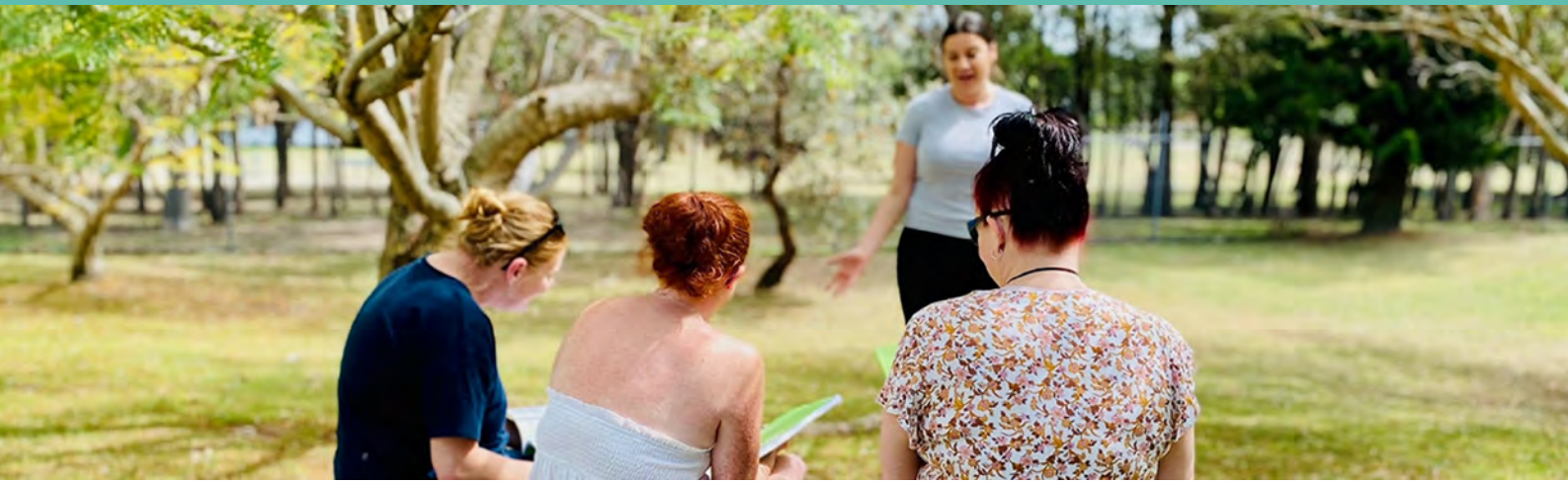
The one-off animal therapy days will still continue as those days bring different animals to visit.

Right from the very beginning, Vera's presence has been a much welcomed one. Vera brings smiles to the resident's faces.

With a few residents in particular, a noticeable change in demeanor has been recognised by staff. Some residents go from laying in the bed to sitting up with big smiles and arms open wide ready for a cuddle or a pat.

We'll be sure to include more photos of Vera as she visits more in the future.





Kristy turns her life around

Kristy's story of escaping violence, seeking treatment for addiction and gaining a traineeship is impressive and inspiring.

Kristy, a mum of five, says she was gobsmacked when Home in Place Community Participation Officer, Kim, told her she won a quarterly Tenant Incentive Scheme Award, but to her fellow tenants, who chose her for the award, Kristy is a very worthy recipient.

Kristy has just started an aged care traineeship, her first job since having children. As well as working three days a week at a local aged care facility, she will complete a Certificate III in Individual Support.

"On the first day I was nervous and excited. The facility has a holistic, independence focused approach to resident care. I am really enjoying it," Kristy says.

"I've already got to know some of the residents. Some have a glass memory box with interesting photos inside which helps to start a conversation. One lady has photos of her riding motorbikes in your youth with her dad, who was a speedway driver."

Kristy's aged care traineeship will give her valuable experience in studying and working in a community services area and her long-term career goal is to become a drug and alcohol counsellor.

After years in a violent relationship, Kristy says she was stuck in a cycle of addiction. She has been clean for 12 months after both drug and alcohol counselling and months of detoxification rehabilitation.

"My own counsellor is my inspiration. She is amazing. I think I can really help other people in a counselling role because I have lived experience. I can look at things from an addict's point of view."

Kristy is now back living in her Home in Place managed home close to family.

"I feel really good and healthier. I can run around with my grandson and do other things without feeling out of breath."

"I am meeting challenges head on and attend a relapse prevention program. Rehab teaches you to ask for help before things become too overwhelming."

"The opposite of addiction is connection."

"Getting the award gives you encouragement – a feeling that you are doing a good job. It feels good to be validated, to be heard, and to be seen."

The Incentive Scheme recognises tenants who are excelling in property care and financial sustainability, the local environment, training and employment or are working to achieve a significant personal goal or accomplishment.

Elvis and Tennis ... what's not to love?

West Wallsend have been busy since our last newsletter. They have celebrated Elvis Day, followed by the Australian Tennis Open. A great time was had by all.



Beat the Drum at Tighes Hill

The Beat It Drum Therapy with Jo Cook is off to a good start this year. Our clients have all enjoyed themselves making a great noise with lots of movement. We're very grateful to Jo for running this wonderful workshop.



A new friend at West Wallsend

Meet Dougie! Dougie is a 5 year old Poodle Cross and he visits West Wallsend 2-3 days a week.

He interacts with clients and staff and helps with any stress they may be feeling. He attends all the activities with the clients and has brought much joy and happiness to all he meets.

He is very well behaved (unless he sees the cat outside the front door!) and through his good nature, has reduced tension, fatigue and confusion, while at the same time encouraging positive emotions and attitudes.



Saying Thank You

The staff at Mercy Services were thrilled to receive this gorgeous arrangement of flowers from one of their long-term clients, Janet.

Janet sent these flowers to the staff with a card that says, "Thank you for everything you are doing for me".

You are most welcome, Janet!



Chocolate and Croissant Bread and Butter Pudding

As Easter approaches, why not try this chocolately version of a classic dessert.



Ingredients

- 1 cup milk
- 1 1/4 cups single (pouring) cream
- 100g dark chocolate, chopped
- 4 egg yolks
- 1/4 cup caster sugar
- 4 croissants, torn
- Icing sugar, for dusting

Method

Step 1

Preheat oven to 200degC (400degF). Place the milk, cream and chocolate in a small saucepan over medium heat and cook, stirring, until just below the boil and chocolate is melted and combined. Remove from the heat and set aside.

Step 2

Place the egg yolks and sugar in a large heatproof bowl and whisk to combine. Gradually whisk the warm milk mixture into the egg mixture to combine. Arrange the croissants in a 16cm x 27cm 1.5 litre-capacity baking dish. Pour over the chocolate custard and cook for 20 minutes or until golden and just set. Dust with icing sugar to serve.

Easter Puzzle Page

Easter Day

Word Hunt

DIRECTIONS:
Find and circle the vocabulary words in the grid. Look for them in all directions including backwards and diagonally.



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

BASKET

BUNNY

CANDY

CARROT

CHECKS

CHOCOLATE

DAFFODIL

DECORATE

EASTER

EGGS

FLOWER

HUNT

JELLYBEANS

PARADE


SPRING

SUNDAY



Osmo

Easter Mazes







Crack Up Corner

- Q: Why shouldn't you tell an Easter Egg a joke?
- A: It might crack up!
-
- Q: What do you get if you pour boiling water down a rabbit hole?
- A: Hot Cross Bunnies!
-
- Q: What do you call a rabbit with a cold?
- A: A runny bunny.

I SPY EASTER

Name _____



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