



# Mercy Matters

July 2024

## A Busy Six Months

This year has been exceptionally busy as we underwent reaccreditation audits for NDIS, Home Care, and AOD. These audits are crucial to ensuring we maintain our commitment to delivering high-quality care to all our clients and residents.

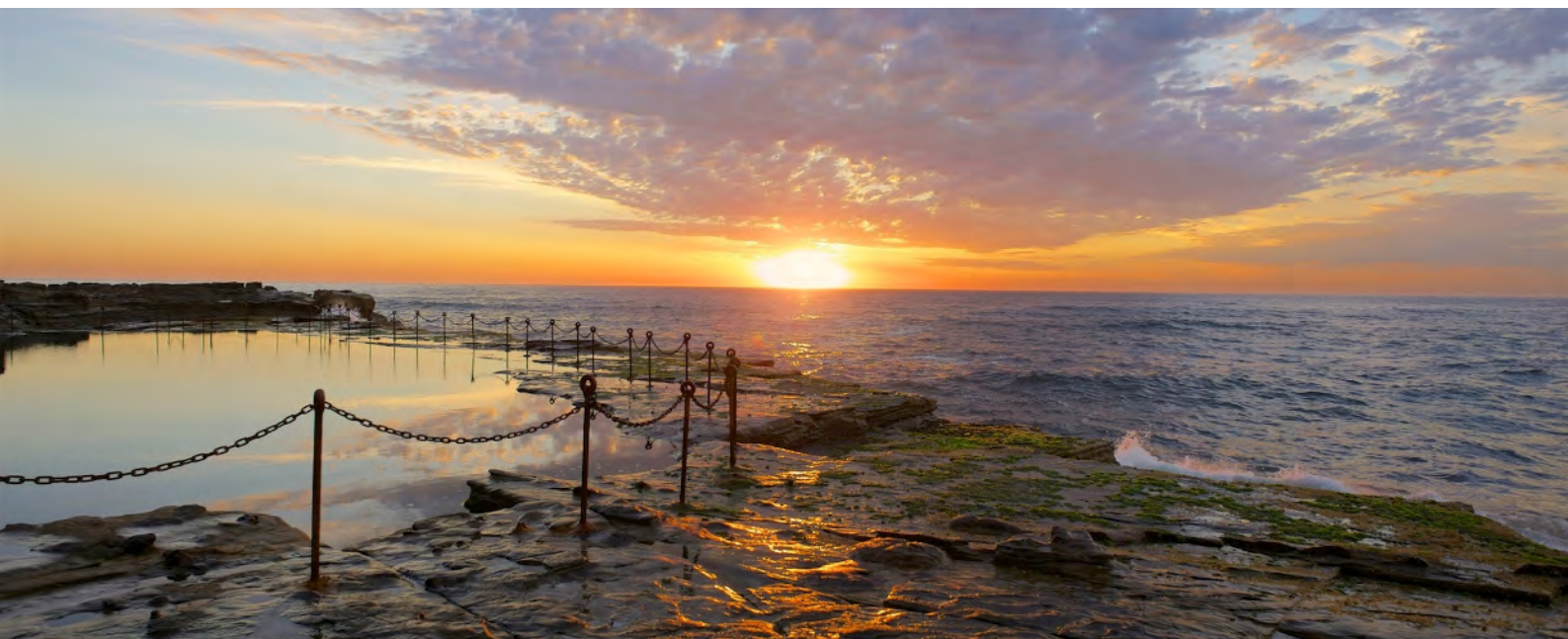
We'd like to extend our gratitude to all our clients, their representatives and our dedicated staff who participated, your feedback during this process plays a pivotal role in our reaccreditation.

These results are further reflected in our 2023 Client and Resident Surveys, where

Mercy Services achieved a 97 % average satisfaction rating across the organisation - more details are included in this newsletter.

Once again, we thank you for your ongoing support of Mercy Services. We hope you enjoy reading through the latest edition of Mercy Matters.

***Tony Bidstrup, CEO***





## CLIENT/RESIDENT SURVEY RESULTS 2023

Across our services, over 400 clients, residents and family members responded with feedback on the amazing work you are doing.

All services had a similar theme and outstanding results in the following areas.

### Thank you!!

FELT TREATED WITH DIGNITY AND RESPECT

90%

90%

FELT THEIR CHOICES AND PREFERENCES WERE CONSIDERED OR UNDERSTOOD

WOULD RECOMMEND MERCY SERVICES

93%

*Exceptional care*

# Survey Results 2023



## HOME AND COMMUNITY CARE CLIENT SURVEY RESULTS 2023

100% Clients agreed they were provided with information on funding, agreements and fees

98% Clients agreed their care staff (Care Managers and CCAs) are always polite and respectful

98% Clients strongly agreed or agreed their choices and preferences were considered during service delivery

93% Clients agreed they are treated with dignity and respect in delivery of their care services

4.6/5 Clients scored the service delivered by Home and Community Care



## COMMUNITY TRANSPORT CLIENT SURVEY RESULTS 2023

96% Clients believed Mercy Services met or exceeded their current service need and goals

98% Clients agreed staff are always polite and courteous when contacted via telephone

96% Clients strongly agreed or agreed that they are treated with dignity and respect in delivery of their services

4.9/5 Clients scored the service delivered by Community Transport

9.7/10 Would recommend Mercy Services to a friend or family member



## RESIDENTIAL AGED CARE RESIDENTS AND SUPPORTERS SURVEY RESULTS 2023



100% Relatives/supporters were satisfied their loved one's safety and safeguarding is of the highest concern

100% Relatives/supporters felt our staff supported and treated their loved one as an individual with respect for their preferences



96% Residents felt restful and comfortable living in the Singelton facility

100% Residents and their relatives/supporters were satisfied with the cleanliness of resident rooms and the facility



9.1/10 Relatives/supporters would recommend Mercy Services to their family or friends

# Mercy Services Dreaming



Mercy Services is proud to continue its dedication to honouring our local First Nations people and their rich heritage during this year's NAIDOC Week. We are excited to unveil "Mercy Services Dreaming," a new artwork created by Maree Simon-Ahoy. Maree, daughter of a respected West Lakes Elder and sister to two of our own employees, Gary and Daniel, has beautifully captured the essence of Mercy Services in the Hunter region and the communities we serve.

"Mercy Services Dreaming" is a symbolic representation of our organisation's connection with the Hunter region and its people. Three prominent circles depict our service locations in Newcastle, Port Stephens, and the Upper Hunter. An eagle, symbolising the Awabakal and Wonaruah Nations of Singleton and Newcastle, soars proudly, while a dolphin represents the Worimi Nation in the Port Stephens area. Smaller circles reflect the individuals, families, and communities whom we support with our services.



*Gary Simon, Maree Simon-Ahoy, Tony Bidstrup and Daniel Simon*

The background of the artwork celebrates the diversity of cultures within our service areas, acknowledging the rich tapestry of heritage that enriches our community. Intricate white lines and dots trace the journey of Mercy Services across time - past, present, and into the future - symbolising our ongoing commitment to support and empower those we serve.

This year to celebrate NAIDOC week our staff will proudly be wearing polo shirts inspired by Mercy Services Dreaming.



# Singleton Residents Commemorate ANZAC Day

Last April, the residents of Singleton Aged Care joined together in the Chapel to commemorate ANZAC Day. A wreath was also laid in the gardens under the Australian flag.





## Newcastle Show Award

Clients of West Wallsend Day Centre were awarded a 'Highly Commended' for their artwork that was submitted to the Newcastle Show. The award also came with a prize of \$25!

A big thank you to Lee Pickles, Activities Officer, for submitting the artwork.



# Mother's Day in Singleton

The residents of Singleton Aged Care celebrated Mother's Day in May by recognising and celebrating all women, including mothers, daughters, grandmothers, sisters and aunts, along with special memories of those who have gone before us.



# A Little Taste of Mexico

In May the West Wallsend Day Centre held their 'Cinco' Mexican Day.

Clients enjoyed salsa dip and corn chips on arrival, followed by 'pass the sombrero' and a very enthusiastic round of hitting the pinata!

All enjoyed tacos for lunch after being rounded up for a quick photo session.

Even Dougie joined in the fun!



# A Celebration of Tiaras

Did you know there was an International Tiara Day? Well the residents of Singleton Aged Care did ... and they celebrated it in style!

Students from Rosary Park Catholic School also joined in the fun with games and stories.

The celebration also coincided with the Biggest Morning Tea which raised over \$1,000.





# Rose Davies - Olympian



During a recent home visit to discuss home maintenance services with long-term client Terry Davies we started chatting and Terry and wife Lynette mentioned their granddaughter, Rose Davies. Rose is a Newcastle girl and has qualified for Paris 2024 (her second Olympics) at age 24.

Terry gave a bit of an insight into Rose' running life:

🏆 **1st win:** Hunter locals might remember the Stations of the Cross that adorned some lovely country at Lochinvar. Rose won her first cross country race around this setting at the ripe old age of nine!

🏆 **Personal best:** Davies clocked a new personal best of 14:47.86 in the women's 5000m to breach the Olympic qualifying mark of 14:52.00. **Rose Davies** met the women's 5000m qualifying standard for the **Paris 2024 Olympics** after clocking a new personal best time at the **Shanghai/Suzhou Diamond League** on Saturday 27 April 2024. The women's 5000m entry standard for the Paris Olympics is 14:52.00. Davies' previous personal best of 14:57.54 was set in February in Melbourne. She represented Australia at the Tokyo 2020 Olympics and competed at the 2022 and 2023 world championships.

🏆 **2024:** Rose's great form has continued into 2024, setting a 3000m PB (8:39.81), winning her first National title, the open 5000m and on three occasions smashing her **5000m PB, the later 14:41.65 breaking the National record.**

🏆 **Recently:** Rose has been based in Europe given the need to acclimatise to Paris conditions. Rose was asked to run in Portugal a few weeks ago. Apparently, the Portuguese Athletics Federation had requested help for their runners who had yet to qualify for the 5000m in Paris. Rose was asked to run as a type of pace setter for the Portuguese athletes as they attempted to run the qualifying time. Unfortunately, they couldn't keep up with the Aussie and failed to qualify. Terry quipped that Rose is now the (unofficial) Portuguese 5000m champion also!!

Thanks for the information, Terry and Lynette.

**Good luck Rose!**



## Sticky Sausage Tray Bake

*For a quick and easy winter warmer meal, try these sticky sausages ...*



### Ingredients

- 2 Onions, Peeled and cut into chunks
- 3 Carrots, Peeled and cut into chunks
- 2 Large leeks, Washed well and cut into large chunks
- 4 Large baking potatoes, Cut into large chunks
- 500g Pork sausages
- 1 tbsp Olive oil
- 1 tbsp Dried thyme
- Salt and pepper
- 100g Marmalade

### Method

**Preheat oven to 200C**

#### Step 1

Put the vegetables and sausages onto a baking tray and toss with the olive oil, thyme and salt and pepper.

#### Step 2

Bake for 45 minutes or until just starting to turn golden.

#### Step 3

Flip the sausages, spoon over the marmalade and cook for a final 15 minutes.

## Lemon Whip

Place a packet (85g) of Lemon Jelly in a shallow dish and add 1 cup of boiling water. Stir until jelly dissolves and refrigerate for one hour or until jelly is semi-set (you want the jelly to be wobbly, not firm).

Then, using an electric mixer, beat a 375ml can of full-fat evaporated milk until it becomes thick. Reduce the speed and add the jelly, then beat for two minutes on high. Divide into serving glasses. Chill for two hours. Serve with whipped cream.



# Puzzle Page

## HIDDEN OBJECTS

Find 10 hidden objects (shown at right) in the picture below. Colors may be different.



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## COFFEE LOVERS MAZE

A refill is needed. Can you help?



SEASONEDTIMES.COM

## Find 8 Differences





# HOME FIRE SAFETY CHECKLIST

Did you know that you will not smell smoke while asleep?  
**Only working smoke alarms save lives**

## SMOKE ALARMS

- Test that your smoke alarm/s are working. If not, change the batteries or replace the alarm.
- Check the smoke alarm is in date. Smoke alarms have a lifespan of ten years.
- Give the smoke alarm a vacuum, if you haven't done so in the last six months, to remove dust and any insects.

To meet legislation you must have at least one working smoke alarm on each level of the home placed between bedrooms and living areas, it's the law. FRNSW also recommends having one in each bedroom. Hardwired and interconnected is best. For more information visit [fire.nsw.gov.au/smokealarms](http://fire.nsw.gov.au/smokealarms)

Having a home escape plan in conjunction with a working smoke alarm will greatly increase your chances of getting out safely. Every second counts.

## ESCAPE PLANS

If there is a fire in your home, do not wait, **EVERY SECOND COUNTS**, GET OUT and STAY OUT and then call Triple Zero (000). Never go back inside a burning building.

- Draw your escape plan, and discuss it with your whole family. Download your grid here [fire.nsw.gov.au/escapeplan](http://fire.nsw.gov.au/escapeplan)

*Remember to consider the special needs of children, the elderly or the disabled when developing your escape plan.*

- Know and record two safe ways out of every room. Make sure that your windows and doors are not obstructed and can be unlocked and opened quickly if necessary.
- Practise your escape plan regularly with the whole household including pets. Your letter box is a great place to wait for firefighters arrival.
- As you escape make sure you close internal doors behind you. This can reduce fire spread and minimise damage.

VISIT [FIRE.NSW.GOV.AU](http://FIRE.NSW.GOV.AU) FOR MORE INFORMATION



For more information visit [fire.nsw.gov.au/heaters](https://fire.nsw.gov.au/heaters)

## FIREPLACES AND CHIMNEYS

- Have your chimney serviced prior to using it by a qualified tradesperson.
- Purchase a fire screen if you do not own one. Fire screens should always be placed in front of fireplaces when in use.
- Ensure your wood pile sits at least a metre away from the fireplace.
- Choose a safe place to store matches and lighters where children cannot reach and that is at least a metre away from the fireplace.

For more information visit [fire.nsw.gov.au/heaters](https://fire.nsw.gov.au/heaters)

## HEATERS

- Check your electric and gas heaters before you use them. If you suspect a fault have the item checked by a qualified repairer or replaced. Check all cords for fraying and damage. Plug heaters directly into wall sockets only.
- Do not overload powerboards.
- Ensure everything is kept **a metre from the heater**.
- Install any new heaters and use as per manufacturer's instructions.
- Check your portable outdoor heaters before use and have serviced or replaced if required. Ensure that the area where you plan to use them is level, well ventilated and away from awnings and other combustible materials.

**NEVER** use any outdoor heating or cooking equipment inside your home including those that use 'heat beads' or LPG as a fuel source. This type of equipment is not suitable for indoor use and can lead to a build up of lethal gases which could be deadly. Check the manufacturer's recommendations before use.

## ELECTRIC BLANKETS

- Test your electric blanket before use by laying it on top of your bed, feeling the internal wires for any abnormalities and inspecting cords/controls for damage. Turn it on for 5 minutes and then feel for any uneven hot spots. If you notice any of the above the electric blanket should be replaced.
- Ready to pack your electric blanket away? Roll it for storage, folding can cause damage.

Electric blankets are not designed to be used while sleeping. Consider adding additional bedding to keep warm if needed.

For more information visit [fire.nsw.gov.au/wheatbags](https://fire.nsw.gov.au/wheatbags)

## WHEAT BAGS

- Check your wheat bags for signs of wear and tear or scorching. Replace if needed.
- Follow the manufacturer's instructions when heating, using and storing.

Wheat bags can easily ignite or burn if overheated and need to completely cool on a non-combustible surface before storing. They are only designed to be applied directly to the body and should never be used in bed or while sleeping.

VISIT [FIRE.NSW.GOV.AU](https://fire.nsw.gov.au) FOR MORE INFORMATION

