

Mercy Matters

February 2019



Our Tuesday Angels raised enough money to purchase a great new TV for the residents of Singleton Aged Care. We love our Angels!



Tuesday Angels

They slip in every Tuesday morning quietly two at a time, make little fuss as they go about their business and just as quietly slip away again. The smiles and the laughter they leave in their wake are more powerful than any medicine, and the sense of self esteem that comes with spending time with these ladies is worth more than gold. I am referring to the amazing "hairdressing ladies" of Singleton Residential Facility.

Whether it's a set, comb up, blow-dry or brush, every resident is treated individually with kindness, care and genuine interest in how they are going. Not only do these amazing women enjoy making our residents look and feel better, it doesn't stop there! Behind the scenes they cook, craft and sew to raise funds at Mercy events like the Twilight markets held last year.

Just through cakes and craft, last December they raised over \$1,300.00. An amazing effort by a small group of dedicated volunteers! The funds raised has gone towards purchasing a BIG screen TV for the activity area so residents can enjoy a movie like experience. A big thank you to our Tuesday Hairdressing ladies, you are truly appreciated and truly our 'Tuesday Angels'.

The new TV is almost the same size as our wonderful Jasmine ...

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A message from Tony Bidstrup, CEO

Much has been written and reported on about the Royal Commission into Aged Care Quality and Safety, which started public hearings early in February. Mercy Services have always been - and continue to be - fully supportive of the Royal Commission and all that is trying to achieve.

If you are reading this newsletter you are in some way connected to Mercy Services - as a client, relative, residents, volunteers, carer or staff member - and I think it is important for you to understand Mercy Services' participation in the Royal Commission.

All registered providers of residential aged care and home care packages were requested to submit responses to a questionnaire issued by the Royal Commissioners, and we responded by the deadline of the 8th of February 2019.

Many providers did not respond. I believe it is important to be transparent with the wider Mercy Services community; that we are supportive of the Royal Commission both holistically, and when specific requests are made of us.

The Royal Commission will provide an interim report that is due to be handed to the government in October of this year and then when the final report is handed down in April of next year. When there is more information to provide, we will include this in our newsletter.

If you have questions or concerns about the Royal Commission - or any of our services - please feel free to make contact with one of our team. You are also welcome to call me directly, or chat to me when you see me at one of our sites.



Have you seen our new website yet?

We are delighted to unveil what we hope to be a genuinely helpful website to our clients and their families in 2019.

The content on this website will grow and change to meet the needs of our present clients and residents, as well as those who may be looking for a service provider, and want to know more about our delivery of Exceptional Care.

As always, if there is anything we can do - or provide on this site - to add value to the services we provide, please do not hesitate to contact us and let us know.

We're young at heart.
For in-home care whenever you need it - Just call Mercy.

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Would you like to become a volunteer with us? Join our team today! >

Volunteer Update From Karen

Did you make a New Year's resolution? For anyone that resolved to start volunteering in 2019 now is the time to contact us.

We have positions available across all our sites and I would love to talk to you about our volunteering roles. In Newcastle and Lake Macquarie we are urgently in need of volunteer drivers to assist with medical appointments, grocery shopping, home visiting and bus outings. You can volunteer for as little as a couple of hours a week or a few days a week, it's all up to you. Mercy Services will offer you training and support as well as fun social get togethers with other volunteers.

Of course our volunteers are fully reimbursed for any out of pocket expenses. As a Volunteer Co-ordinator my role is dedicated to the support and nurturing of our volunteers and ensuring they have the training and skills required.

We will be holding Information sessions across all areas, so come along and learn about the origins and values of Mercy Services and how you can join our volunteering team. If you are interested, or know somebody that would be, please ask for Karen Maloney at the West Wallsend office on 4944 1918.



A Combined Christmas Party

Christmas may well and truly be over, but we had to share these photos with you! Last December the Community Transport and Social Support groups from West Wallsend came together and celebrated the end of the year, in the best way they know how - a Christmas party!



A Comical Corner

A woman on the phone to her friend; I feel like my body has gotten totally out of shape, so I got my doctor's permission to join a fitness club and start exercising.... I decided to take an aerobics class for seniors. I bent, twisted, gyrated, jumped up and down, and perspired for an hour. But, by the time I got my leotards on, the class was over.

A man buys a parrot and brings him home. But the parrot starts insulting him and gets really nasty, so the man picks up the parrot and tosses him into the freezer to teach him a lesson. He hears the bird squawking for a few minutes, but all of a sudden the parrot is quiet. The man opens the freezer door, the parrot walks out, looks up at him and says, "I apologize for offending you, and I humbly ask your forgiveness."

The man says, "Well, thank you. I forgive you."

The parrot then says, "If you don't mind my asking, what did the chicken do?"

"In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices."

Part of Mercy Services Mission Statement

Did You Know About Our ... Community Nursing service?

Did you know that Mercy Services runs a Community Nursing service? Our experienced Registered Nurses can come to you, and will work closely with you and your GP to provide an integrated, flexible and comprehensive service.

Our nurses can assist with a number of matters, including wound management, diabetic education, monitoring blood sugar levels, catheter care, continence assessments, stoma care, and injections prescribed by your GP. Call 02 49626680 to find out more about this great service.



We welcome your feedback

We are always pleased to hear from you. If you have any comments, suggestions or feedback on his newsletter or anything else that Mercy Services provides, then please get in touch with us on 4962 6680.

The Red River Roosters are back!

Back by popular demand! The Red River Roosters Band will be back at West Wallsend on the 7th of March. Clients - and even staff - get involved and sing along to catchy tunes, then a delicious lunch is served for clients to enjoy. To join in the fun on the 7th of March, call Grace on 0249 626 680.



Frozen Food deliveries now in Lake Mac area

Frozen Food deliveries are available for clients in the Lake Macquarie area. Our dedicated volunteers can deliver meals right to you, or you can arrange to pick up your delivery from our West Wallsend Office (13 Brooks Street). There is a great variety to order from – including breakfast, finger good, and soups, larger main meals, mini meals, and even delicious desserts! For more information, and to get a copy of our Menu Book, call 02 4962 6680 and speak to Grace.