

# Like extended family.

**Against the backdrop of the Royal Commission into Aged Care Quality and Safety, this year we feel an even greater responsibility as the largest not-for-profit provider of aged care services in NSW and the ACT.**

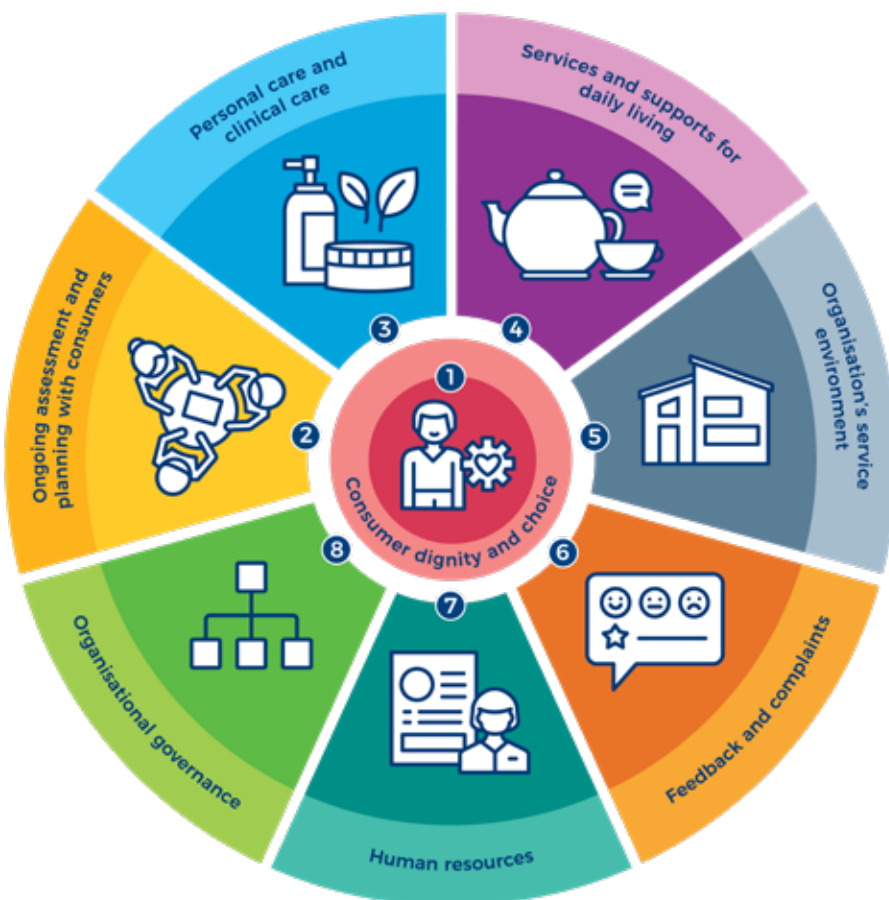
For more than a decade, we've been pioneering person-centred care in a household-style approach we call 'Inspiring Life'. We believe all older people deserve to be treated with dignity and respect, just as they would in their own homes, and for their personal wishes and choices to be truly heard and honoured.

Throughout the year, we were preparing for the Aged Care Quality and Safety Commission to begin assessing and monitoring quality of care and services against these **Aged Care Quality Standards**:

Five years ago, we began the cultural transformation across to our household model of person-centred care, and this process has prepared us well for the integration of the new standards from 1 July 2019.

Reflecting the need for increased scrutiny and accountability in aged care, Uniting has welcomed the Royal Commission as an opportunity for people to tell their stories, and to have open conversations about the value of older Australians and the adequacy of the funding and systems in place to support them.

We hold great hope that the outcomes of the Royal Commission will herald an improved aged care system that sees Australia's growing population of older people receive the support and care services they desire and deserve, where they choose.



**Find out more:**  
[bit.ly/aged-care-quality](http://bit.ly/aged-care-quality)



# 7,509

aged care residents

# 73

aged care services

# 58

locations

## Highlights

- The atrium installation in our Uniting Abrina home was a finalist in the Best Memory Support category of the 2019 Asia Pacific Eldercare Innovation Awards. We were nominated for the way the atrium space engages our older residents living with dementia.
- Emerging applications of virtual reality (VR) for dementia patients and pain management, led to a partnership with Samsung to evaluate the effects of immersive technology on physical, psychological and social wellbeing. Residents at our homes in Haberfield, Orange, Goonellabah, Normanhurst and the ACT suburb of Gordon chose bucket list experiences to enjoy through VR.



**You're never too old to fulfil unlive**  
**dreams:** [bit.ly/virtual-reality-wellbeing](https://bit.ly/virtual-reality-wellbeing)

- We celebrated ANZAC Day with the Royal Australian Air Force arranging for two of our Uniting resident veterans to sit down for a conversation with some current servicemen.



**Discover their stories:**  
[uniting.org/veterans](https://uniting.org/veterans)

## Love is the secret ingredient

A unique partnership has been established between our aged care service at Uniting Springwood, the neighbouring Uniting Kids Care early learning centre, and Penrith-based Mama Lana's Community Foundation, to help feed homeless people in the local area. Weekly cook-ups to mass produce meals and sweet treats have been enthusiastically embraced by our aged care residents who are more than willing to swap their usual Friday activities of word games, craft or trivia for something that gives them a greater sense of purpose.

Each week, around 30 Uniting Springwood residents (and their preschool helpers) turn out:

**18 trays of main meals**

**10 litres of soup and**

**6 trays of dessert**

for the Friday evening meal service at Mama Lana's Penrith drop-in centre.





Care worker Fatima (left) and resident Grace (right) from Uniting Thomas Roseby Lodge in Marrickville, are living proof that we're never too old to be wacky and wild, as they ride the dodgem cars at our 22nd Uniting Seniors Ball at Rosehill Racecourse.

## We're never too old to be wacky and wild.

In February, a record 1,000 guests pulled up at Rosehill Racecourse in a convoy of Uniting purple buses, ready to party at the 22<sup>nd</sup> Uniting Seniors Ball.

Traditionally held during the NSW Seniors Festival, our 2019 theme, 'You're never too old to be wacky and wild', was a fun extension of the festival theme 'Love your life'.

Originally conceived in 1996 for socially and financially disadvantaged residents and clients who would not have otherwise had the opportunity to attend a fancy event, our first Seniors Ball was just a small dinner dance for 80 people, hosted at Uniting Annesley Haberfield. Over 23 years, it's grown to accommodate more and more of our seniors who want to embrace active ageing.

**“When we ask our residents and clients what sort of event they'd like to attend, passive participation is not what they're interested in. They want to dance, they want to go on rides – they're young people in older bodies and they want to celebrate their love of life.”**

– CK Kamath, Uniting Residential Business Lead for Sydney South East

**“We have the privilege of working in their homes.”**

– Uniting Residential Aged Care employee

## Active ageing means smooth sailing

This year, more than 300 Uniting aged care residents, averaging 85 years young, proved that age was no barrier to taking on physical challenges and learning new skills on the water at the Sydney International Regatta Centre in Penrith. It's the 4th consecutive year we've run this event, the biggest of its kind, in partnership with Sailability and the NSW Department of Sport and Recreation.



**A big thank you to all our aged care workers:** [bit.ly/our-carers](https://bit.ly/our-carers)

## Reimagining how we support older people

Our new ageing strategy, approved in 2018/19, has a focus on creating place-based integrated communities that offer a seamless continuum of support. We're co-locating our independent living villages alongside our residential aged care homes, and designing on-site community hubs, to promote physical and social wellbeing and encourage active ageing. These hubs will also be a focal point for the delivery of our home and community care services to older people in the local area.



**Find out more:** [uniting.org/aged-care](https://uniting.org/aged-care)



# Pioneering holistic wellbeing.

**This year, the historic Uniting War Memorial Hospital (UWMH) has continued to pioneer a holistic approach to the health and wellbeing of people over 65, through the delivery of integrated sub-acute rehabilitation services.**

Our enablement focus aims to keep people healthy at home, and reduce unnecessary visits to hospital emergency departments.

## Highlights

- Our Integrated Rehabilitation and Enablement Program (iREAP) won the South Eastern Sydney Local Health District Improvement and Innovation Award.
- We partnered with Parkinson's NSW for on-site counselling and education, and to forge strong links with local community providers.
- Our mobile rapid response Geriatric Flying Squad (GFS) multidisciplinary team, treating patients in their own homes and residential aged care facilities, saw continued success in preventing unnecessary hospitalisation.
- We also collaborated with NSW Ambulance, Police, and Fire and Rescue to avoid emergency hospital admission. In recognition of this pioneering partnership, the GFS team were awarded the National Hesta Aged Care Awards Team Innovation of the Year.
- We were nominated in the NSW Health Premier's Awards.
- We became a member of Global Green and Healthy Hospitals, joining international cohorts using innovation to transform the healthcare sector and foster a healthy future for our planet.

**"You are never too old to live life."**

– UWMH's local vision



## Key challenge in 2018/19

Providing timely rehabilitation to an ever-growing older population with complex healthcare needs.



**31,846**  
outpatient appointments

**575** admissions  
**↓6%** reduction in falls since 2017

**100%**  
new patients have a Falls Risk Assessment and Management Plan (FRAMP)

## The culture of communication

Neurological conditions such as aphasia and language-led dementias, and degenerative neurological conditions such as Parkinson’s disease, impact people’s ability to communicate in personal relationships and engage within their communities. This loss of connection is associated with poor health, quality of life and survival outcomes, and an increase in social isolation and depression.

Laura Thompson and the Speech Pathology team at UWMH are providing a series of interventions targeting social engagement and participation. Laura led three clinical non-language based activities in an event called ‘The Culture of Communication’. The 70-strong audience of family, friends, carers, UWMH Board members and staff were treated to a performance from the Neurological Choir and an art exhibition from the Aphasia Art Rehabilitation Group. This initiative demonstrates Uniting’s focus on the strengths and abilities of people living with disability, and how we partner with our clients to deliver person-centred care and support.

## Celebrating a century

A 6m-long timeline of key historical facts and photos was unveiled in May 2019, to mark 100 years since the Vickery family donated their Waverley estate for use as a hospital.



## The Art of Aphasia

A short film documenting an inspiring account of what it’s like to live with aphasia was a finalist in this year’s Focus on Ability Film Festival.



**See it here:** [bit.ly/art-of-aphasia](http://bit.ly/art-of-aphasia)



**Find out more:** [bit.ly/war-memorial-hospital](http://bit.ly/war-memorial-hospital)

# Living longer and stronger.

**Uniting wholeheartedly supports the notion that staying physically and socially active and engaged is the key to maintaining independence and living at home for longer.**

This year, we've continued to develop and deliver our innovative range of wellbeing programs for seniors throughout NSW and the ACT. We're also growing our in-home and in-community care programs, including respite care, dementia care and end-of-life care.

## Highlights

- Our Short-term Restorative Care (STRC) program was launched in the New England region. STRC is a holistic program bringing together physios, dietitians, nurses and exercise specialists to prevent or stem functional decline and to improve physical health and emotional wellbeing.



**See the difference at:**  
[bit.ly/restorative-care](https://bit.ly/restorative-care)

- The Western NSW Local Health District partnered with Uniting Parkwood in Orange, to provide end-of-life care during a 12-month pilot.

**“It will give people a place to live out their days in comfort and pleasant surroundings... families can stay overnight with loved ones, and there are cooking facilities if they want to prepare a meal there.”**

– Recently-retired Parliamentary Secretary for Western NSW, Rich Colless



## Taking time out

Berrilea Cottage and Judy and Alan's Place in Orange, and Glen Osmond House in Petersham, are tranquil respite cottages managed by standout coordinators Rhys Smith and Kerryn Wills. Respite breaks are vital for carers, allowing them to catch up on life's other responsibilities, recharge their batteries, and ultimately boost their capacity to continue caring. And the change of scene and pace is just as beneficial for the older person who stays with us, whether it's for a few hours, or a few days. Rhys and Kerryn are finding innovative ways to really listen to, and address, people with complex needs requiring occasional respite.





**8,197**

clients across all our wellbeing programs and services

**6**

Uniting Seniors Gyms

**1,094**

gym members

**20**

exercise physiologists

**5**

exercise scientists

## A 'can do' community

This year, we've continued to see great success in our Far West region, led by the Uniting Broken Hill Home and Community Care (HACC) team. They're taking a 'can do' approach in offering a range of new and creative programs to appreciative locals.

The twice-weekly Stay Active Stay Strong (SASS) program is now being offered 5 times a week, as a hall-based exercise class or hydrotherapy group. Designed by the Uniting Seniors Gym exercise physiologists, SASS uses functional assessments to tailor individualised exercise programs that help improve the strength and balance of older people. The flexible program doesn't require a gym environment or equipment investment and small group classes operate easily in Uniting church halls and other community spaces.

They've also responded to popular demand and found a local Tai Chi instructor who now visits weekly. And one of the HACC team members, a former signwriter, has started facilitating art classes.

**"I enjoy the Tai Chi, art classes and the social activities... it's great to be out of the house and in such a welcoming environment."**

- Lynn, Broken Hill HACC client

## Betty's story

For independent woman, Betty Steedman, there really is no place like home. Our 90-year-old in-home care client has been living on the same Leichhardt street in Sydney's inner west for her entire life, and in the same house ever since she got married. And she doesn't plan on moving any time soon. Our carers visit Betty several times a week to help her with everyday tasks such as grocery shopping, vacuuming and cleaning, so she can stay at home as long as possible.



**"The Uniting carers are all very special - I call them my angels."**



**Living the life she loves:**  
[bit.ly/betty-at-home](https://bit.ly/betty-at-home)



**Find out more:** [uniting.org/home-care](https://uniting.org/home-care)