

# Hillside Newsletter

## August 2020



Dear All,

### Executive Manager's Report

Hello Everyone,

Welcome to our monthly newsletter. We will be keeping you up to date with the goings on at Hillside on a monthly basis. Each month we will feature a "staff profile" where you will get to know a little more about our staff. This month's feature is by Maria Ingham our Care Manager for both Hillside and Greenhill Manor. Her role is to oversee the clinical care for our residents and support our RN's.

I have been in the role of Executive Manager for Hillside and Greenhill now for four months and before that I was in the role of Facility Manager from January 2018. I would like to thank all of you for your support during this difficult time in Australia.

Staff have worked very hard this year with the added pressure of wearing personal protective equipment all day every day. I want to say a big thank you to them for their continued support in keeping our residents safe.

A big thank you to our residents who have been restricted for around 4 months now. You have had restricted family visits and have been unable to do the simple everyday things outside the facility, and for this you have my sincere gratitude.

We are expecting our Accreditation visit to still go ahead this year although they no longer announce when that visit will be, we are more than ready.

To keep our Facility Covid safe, the Directors and management have made the decision that all parcels, letters, items of clothing and food provided by the families/visitors will be kept isolated for 48 hours prior to distribution to the

residents. This process will commence immediately, and we ask for your understanding and patience as we continue to ensure all measures have been considered as part of our Covid safe operations.

Please feel free to contact myself via phone or email with any questions or concerns.

Take care and keep safe.

### Activities Officers Report

Hello everyone,  
this month we have been having lots of fun. We have had Argentina day, Bastille Day, and we have Indian day coming. The bus trips have been really popular as we have been going out for the whole day on the Tuesday and scenic drive on the Saturday.

Places we have been have been down to Ulladulla for fish and chips, Greenwell Point and also Greenpatch which was beautiful as all of the birds are still there. As these are long days we are going to places that are not so popular and there is not a lot of people around as we are still taking extra precautions whilst this pandemic is on.





The scenic drives we have been to Cordeaux Dam, Robertson pie shop and as usual everybody still loves the famous pies that they make. We are also going to go to the National Park at Bundeena for picnic lunch, it is nice to have residents still wanting to go out. We also have had a thank you morning tea for the directors which was lovely as the residents asked me could we do this as

they feel that the directors, Be and Mick are protecting them all in this tough time. There is a photo that is on the wall just outside of Mick's office that we gave to the directors and management.

Next month we have Indian Day on the 15<sup>th</sup> August. Even though we have had no entertainers we are still having fun and there are nice friendships forming as we have new residents as well and people are now talking more.

I hope to continue to bring enjoyment to our residents and to continue to make people happy.

Thankyou Linzy

This newsletter is dedicated to Herberto Goy who celebrated his home country of Argentina's special day before his passing this month.



Happy Birthday to everyone who had a birthday in July



Sheila Salisbury,  
Renee Wheeler  
Emily Haddon  
Margaret Roberts  
Beryl Rainbow



Welcome

Welcome to our newest arrivals!  
Eilene Richardson, Wilma Furlonger and  
Lorna Koetz.











## Care Manager's Report

"Success is no accident. It is hard work, perseverance, and most of all, love of what you are doing or learning to do".



I am Ma. "Maria" Cecilia Ingham, 53 years old, a Registered Nurse and the Care Manager of Greenhill Aged Care, which role is primarily to provide clinical expertise, oversight and guidance to the clinical and care teams across both sites, Hillside at Figtree and Greenhill Manor.



A change of location with Happy Hour outside – cheers!

My career started in the Philippines. Prior to my nursing degree, I completed the course in Bachelor of Arts in Mass Communication. My attainment as a Communication Arts graduate directed me to various employments.

Being the type of person that try new things and needing to push myself up, I decided to shift to nursing. Venturing a little out of my depth can sometimes be exactly what I needed to feel satisfied and accomplished in my working life. I have felt too comfortable with my previous activities that starting a new career path have encouraged me to gain new knowledge and skills that have helped to spice things up.



In the year 2005, I completed the degree in Bachelor of Science in Nursing. Soon after the nursing registration, I commenced my career as a staff nurse in a hospital, and later advanced my rank to a Chief Nurse in the same hospital.

Believing that working overseas will accelerate my career and learning of the high demand for nurses in Australia, I made a brave move to migrate to this country in July 2008.

My entry to this land down under 12 years ago was that of a student visa and as a Registered Nurse from the Philippines, I



had to go through the 'Assessment of Competency' to qualify the standards of the Australian Health Practitioner Regulation Agency (AHPRA). Inasmuch as I was not ready to take the assessment financially, I worked as an Assistant-in-Nursing (AIN) for 3 years. During those times, I had to attend school at the same time in order to comply with the immigration requirements. Subsequently, I also completed Certificate IV in Training and Assessment, as I had considered to become a Clinical Educator.

With diligence and hard work, I got myself enrolled in Australian College of Nursing and took the Assessment of Competency (which ran for 2 months) and earned my nursing registration in December 2011. Soon after my registration, I landed my first RN job in Australia, and worked full time on the floor.

Four years after, I was tapped to do the role of an Aged Care Funding Instrument (ACFI) Lead. At some point, the facility needed to create the position of a Clinical Care Coordinator (CCC) and I was entrusted for the role. These very rewarding experiences from my first employment lasted for 8 years.

My quest for professional growth and work opportunities have kept up, and because of this, I accepted a new job which took leadership and coordination of all aspects of clinical care, and this was the Clinical Manager role.

The stint I had in my 2<sup>nd</sup> job was an equally gratifying experience. It may not have lasted long but I looked at it as a silver lining as it finally led me to my current institution, GREENHILL AGED CARE, where I commenced in November 2019 as Clinical Leader and later raised to Care Manager which is now my current position.

I am very honoured and privileged to be a part of this team where positive working environment is evident and

centred around working as a team that allows everyone's talents to flourish..

### Feedback

We view your comments, complaints and suggestions as an opportunity to identify shortcomings and to implement improvements in the quality of service provided.

The Facility Manager welcomes your comments and/or complaints and is the first point of contact for any of your concerns or suggestions. Please address your correspondence to:

The Facility Manager  
Hillside at Figtree  
190 Princes Highway  
FIGTREE NSW 2525

(02) 4239 5400

Email:  
[facilitymanager@hillsidefigtree.com.au](mailto:facilitymanager@hillsidefigtree.com.au)

A "Care to Share" form is available at reception and throughout the facility to assist you in logging any areas of concern or to record those 'bright ideas' you may have as to how our quality of service can be improved. Please place the completed form in the "Opinion" boxes provided. Feedback will be given to you within 24 hours or the next business working day.