

# The Windmill

Rembrandt Court Weekly Newsletter | Issue 462 | 11 October 2024

## A Message of Gratitude to Caregivers

Supporting and caring for someone else can be difficult, and not everyone is born to do it. If you are someone who provides care, either professionally or for someone in your life, thank you.

It isn't always easy, and you deserve a pat on the back and a big hug for being willing and able to do it.

Caring for and supporting others can be tiring and mentally draining. When you are caring for someone who isn't able to show appreciation in the way you're accustomed to, it's easy to feel invisible.

Let me tell you this: I see you. I appreciate you. Those for whom you care appreciate you, even if they can't show it.

Nicoline Munday  
Dementia Care & Training Manager

*"It's ok to take life one day at a time - and sometimes - it is best to take it 30 minutes at a time. In fact, it turns out every second counts! Thank you for taking a few to notice this message! I hope it helps you get through the next second, hour, day, or week."*

-Teepa Snow



# Feedback, Complaints and Praise



## Tell us what you think!

At Rembrandt Living, we value all feedback - positive or constructive - as it helps us continuously improve the care and services we provide to our residents and clients. Your input is treated with respect, confidentiality (if requested), and handled promptly.

To share your feedback, simply fill out the form at the back of this newsletter or feel free to speak directly with our staff, contact us by phone (08) 8198 0300 or email us at [feedback@rembrandtliving.org.au](mailto:feedback@rembrandtliving.org.au).

To ensure that all complaints are thoroughly investigated and resolved to the best of our ability, Rembrandt Living follows a clear, four-step complaints process:

### Step 1: Raising a Concern

You may raise any issues, concerns, or complaints with any member of our staff, in person, by phone, or in writing. We will respond to your complaint within 48 hours.

### Step 2: Escalating the Complaint

If you are not satisfied with the initial response, you can escalate your complaint to a Senior Manager (eg Clinical Nurse, or General Manager) in person, by phone, or in writing. The Manager will investigate and respond within 10 working days from the date of the original complaint.

### Step 3: CEO/Board Review

If the issue remains unresolved, you can take your complaint to the CEO or Chair of the Board, in person, by phone, or in writing. They will review the matter and respond within 25 working days from the date of the original complaint.

### Step 4: External Review

If you are still unsatisfied with the outcome, you are welcome to appeal or submit your complaint to an external agency.

Our goal is to address and resolve complaints promptly and fairly to ensure the best possible care for our residents and clients.

**Aged Care Quality &  
Safety Commission (ACQSC)**  
1800 951 822

**Aged Rights Advocacy Service (ARAS)**  
(08) 8232 5377 or 1800 802 030

**Health and Community  
Services Complaints Commissioner**  
(08) 8226 8666

**(ACQSC) Food, Nutrition and Dining Hotline**  
1800 844 044

**Disability Advocacy and Complaints  
Service of South Australia Inc**  
(08) 8234 5699

**We welcome all feedback!**  
**Call 8198 0300 or**  
**email**  
**[feedback@rembrandtliving.org.au](mailto:feedback@rembrandtliving.org.au)**

## Residents Meeting

The residents meeting was held on Wednesday 9 October, with 2 staff members and 7 residents in attendance.

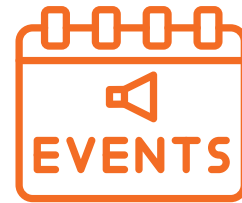
The women would like a BBQ similar to the one the men had.

The Rose House residents feel they are sitting too long following lunch and would like prompting or assistance to move from dining room.

Daily walks are appreciated, and more residents would like to take part.

Residents asked if the Lifestyle Coordinators could put on music before cooking therapy, as it is too quiet and it would create some atmosphere.

Rose House residents would like the table settings reassessed again.



## Upcoming Events



**Rembrandt Remembers Memorial**  
Wednesday 30 October, 10.30am

**BINGO**

**B.I.N.G.O**  
Wednesday 30 October, 10.00am  
Held in Tulip



**Halloween**  
Thursday 31 October, 10.30am  
Happy hour, trick or treat, everyone in costume



**Rembrandt Court Jazz Day**  
Friday 22 November  
Dress up and entertainment by  
Pat & Adrian



# My Weekly Menu

## Lunch

## Dinner

MON  
14 OCT

**Main:** Tandoori Chicken or Tandoori Vegetables  
**Sides:** Potato, Honey Glazed Carrots & Buttered Spinach  
**Dessert:** Apricot Crumble and Custard

**Soup:** Zucchini and Bacon  
**Main:** Vegetarian Frittata  
**Sides:** Garden Salad  
**Sandwiches:** Egg & Lettuce or Chicken, Lettuce & Mayo  
**Dessert:** Fruit & Jelly

TUE  
15 OCT

**Main:** Cheese Kranskies or Vegetarian Sausage  
**Sides:** Rice or Potatoes, sauerkraut, Buttered Beans  
**Dessert:** Chocolate Mud Cake or Fresh Fruit

**Soup:** Chicken & Mushroom  
**Main:** Egg Bacon Hash Browns  
**Sandwiches:** Turkey & Cranberry or Cheese & Gherkin  
**Dessert:** Stewed Fruit and Custard

WED  
16 OCT

**Main:** Spaghetti Bolognese or Vegetarian Bolognese  
**Sides:** Chips, Mixed Vegetables, Garden Salad  
**Dessert:** Rhubarb and Pear pudding custard or Fresh Fruit

**Soup:** Potato & Leek  
**Main:** Home Made Sausage Rolls  
**Sandwiches:** Tomato & Cheese or Beef & Chutney  
**Dessert:** Chocolate Ice Cream

THU  
17 OCT

**Main:** Corned Silverside or Mushrooms and Brown Rice  
**Sides:** Mushroom Sauce, Potatoes, Chips, Garden Salad, Mixed vegetables  
**Dessert:** Chocolate Brulée

**Soup:** Pearl Barley  
**Main:** Vegetarian Thai Green Curry  
**Sides:** Steamed Rice  
**Sandwiches:** Egg & Mayo or Ham & Cheese  
**Dessert:** Baked Coconut Pudding

FRI  
18 OCT

**Main:** Crumbed Fish with Tartare Sauce or Potato Croquets  
**Sides:** Chips, Salad or Mixed Vegetables  
**Dessert:** Mango Tiramisu

**Soup:** Pea & Ham  
**Main:** Chicken Basil Pesto  
**Sides:** Garlic Bread  
**Sandwiches:** Chicken & Mayo or Cheese & Gherkin  
**Dessert:** Strawberry Ice cream

SAT  
19 OCT

**Main:** Creamy lemon Chicken Meat Balls or Vegetarian Meatballs  
**Sides:** Steamed potatoes, Roasted Carrots, Broccoli  
**Dessert:** Mixed Berry Panacotta

**Soup:** Vegetable  
**Main:** Steamed or Fried Dim Sims  
**Sides:** Fried Rice  
**Sandwiches:** Egg & Lettuce or Ham & Tomato  
**Dessert:** Apple Crumble and Custard

SUN  
20 OCT

**Main:** Roast turkey or Vegetable Patty  
**Sides:** Lemon Potatoes, Cauliflower Bake, Buttered Beans  
**Dessert:** Bread & Butter Pudding or Fresh Fruit

**Soup:** Chicken & Vegetable  
**Main:** Vegetarian Asian Noodles  
**Sandwiches:** Ham, Cheese & Tomato or Cheese Gherkin  
**Dessert:** Vanilla Ice Cream

Making  
the most  
of the  
*sunshine*



*Rembrandt Living*

