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## Macadamia Care

### The Directors

2016 has started at full pace at Macadamia Clinic! We have hardly shaken the sea sand from our feet following the December break (those of us who were able to take a break) and we find ourselves at the beginning of April. It has been a very eventful short period.

We have been hard at work planning our shift towards a new approach to service provision and management, and we have made steady progress. Decisions have been taken with respect to some outsourcing contracts and we have capped it all by exhibiting at the recent Retirement and Lifestyle Expo in Cape Town.

Macadamia is at the forefront of thinking in the retirement industry and we believe that the organisation will contribute greatly to the improvement of elder care in South Africa.

We recently received the news that Maureen has decided to take retirement for personal reasons, and while she will remain closely associated with us for as long as she is able, at the end of April she will complete her period of permanent employment with Macadamia Clinic.

Maureen has been right at the core of the company since its inception and because of her background and deep experience in care, coupled with her heart for others, she has been the person that the organisation has looked to for answers in the realm of care services for a very long time.

We will always be grateful to Maureen for her unselfish and giving attitude, which formed the basis of the ethos of Macadamia Clinic. The Tanner family now enter a new phase of their lives and we wish them God's blessing and a restful and peaceful retirement wherever they choose to be and whatever they choose to do.

To you, our customers and friends, we wish the very best that 2016 can offer. Please communicate with us regarding our services and help us to improve our business.

Kind regards  
Don Lagerwey

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*People who care about people*

## Reef catering – Introduction from the Board

The Macadamia Clinic directors are pleased to announce what we believe to be a very positive shift in strategy for our organisation. Over the coming six months, all catering services provided by Macadamia Clinic will be taken over by Reef Catering, with all kitchen staff moving to Reef Catering.

The decision to outsource this important part of our service to our clients is based on four key factors, namely (a) that we need our organisation to focus on the provision of excellent care services, (b) we are not specialists in the catering arena, (c) feedback from our clients that our service in some areas needed professional attention and (d) the need to stabilise food pricing in the face of rising costs.

Reef Catering provide service at many retirement villages and hospitals in South Africa and have an excellent reputation. They have the economies of scale to purchase food at excellent prices and even produce some products themselves. As Reef settles in and understands the unique aspects of Macadamia Clinic (with the assistance of our kitchen teams), we are convinced that you will see real benefits coming to each Macadamia village in terms of food service. Please read the company profile in this newsletter provided by Reef Caterers.

### Reef Caterers



### *Reef caterers Company Profile*

Reef Caterers was founded in 2004 with the primary objective to provide a quality catering service to the healthcare and retirement sectors.

Our current portfolio contains several Retirement Villages, Old Age Homes, Private Hospitals and Frail Care Centres. Together with our specialist support services and world class training facilities we are well poised to take care of the catering needs of the residents.

Reef Caterer's philosophy towards food service is to keep it refreshing and nutritious, to ensure that it's always about the people and the love for food. Balancing this personalised approach with quality and professionalism has proven to be the perfect ingredient for success.

The Retirement Sector requires skills and knowledge and a high level of quality assurance involving food handling, cooking processes and special diet preparation. Through ongoing menu research and development our Executive Chef is responsible for menu planning, creation of new dishes and quality control.

We maintain close communication with our customers and develop our staff within the organisation. We remain innovative to maintain an exciting dimension to contract catering.

Read about us [www.wpc.co.za](http://www.wpc.co.za)



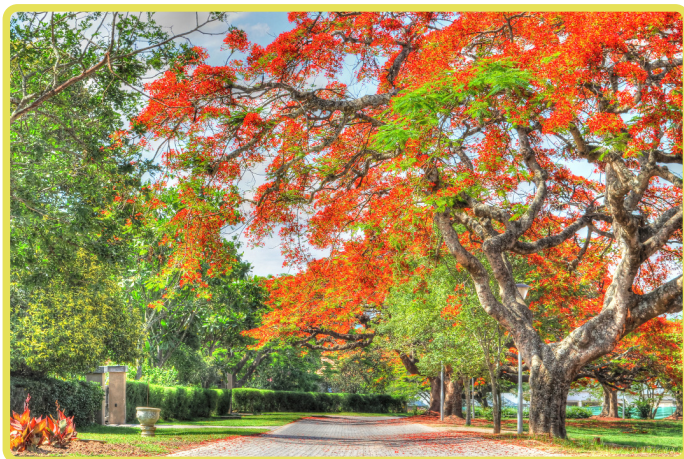
## Levy increase and new structure Macadamia Clinics (Pty) Ltd

One of the most significant changes in the history of Macadamia Clinic history is about to unfold – the release of a different and fairly unique approach to the pricing and provision of service to residents of the villages we serve.

We have over the last two years become convinced through our own research and input from experts in the field that the profile of retirees is shifting significantly in terms of how they want to contract services for assisted living and care. As a result we have scrapped our standard levels of care in favour of a very flexible menu of services. We have taken steps to ensure that all services and levies are fully justifiable and well understood by our staff and customers.

Over the coming months all residents should take the time to schedule a meeting with their Care Centre Manager in order to understand the benefits of this new approach. Another change is our decision to interact more fully with the association trustees in each village in order to ensure that they understand our approach to service and are able to support us fully. Our Care Centre Managers will be ensuring that every residents of a Macadamia village is assessed on a regular basis so that we can track the progress of health and help our residents to be more proactive in terms of their care needs.

We look forward to your feedback regarding this fresh approach, which we believe you will find very beneficial.



## Oom Paul's story



*Oom Paul smiling for the camera*

When Mr van der Linde (Oom Paul, as he has affectionately become known as to all in the Estate) was admitted into our Macadamia Care Centre @The Aloes, Polokwane, Sister Karien van Rensburg, the Care Centre Manager could see that he was extremely ill.

His speech was not at all clear, his pulse was very high and he was brought in by his children in a wheelchair as he was unable to walk.

Unfortunately, Oom Paul's condition deteriorated rapidly. Sister Karien immediately phoned for an ambulance and he was admitted into hospital. After observation and tests, the doctor confirmed that his condition certainly had elements of a person on the incorrect medication or the medication not being administered correctly.

Our Care Centre staff immediately took the responsibility of managing his medication after returning from the hospital.

His condition improved day by day! So much so that Oom Paul now needs no assistance at all anymore. He eats on his own and walks up to 2km's in the Estate on his own every day, with the assistance of a walker. He has made a full recovery and no longer needs 24-hour care.

“The nurses went above and beyond. The staff of frail care should be recognized for their incredible compassion and care” says Oom Paul's son





## A brief history of retirement: It's a modern idea

*By Seattle Times staff*

Work until you die — or until you can't work anymore.

Until the late 19th century, that was the old-age plan for the bulk of the world's workers.

Only in 1889 did German Chancellor Otto von Bismarck introduce modern pensions. Bismarck wasn't really motivated by compassion for the plight of the working class. He wanted to pre-empt a growing socialist movement in Germany before it grew any more powerful. The idea of providing financial security for the aged gradually caught on and expanded in Europe, the United States and other advanced economies. Now, as life expectancy reaches lengths Bismarck couldn't have imagined and retirement lasts two or three decades, these countries are struggling with government pension plans they can no longer afford.

The pension Bismarck offered was the first to be widely available. But it was hardly the world's first.

In 13 B.C., the Roman Emperor Augustus began paying pensions to Roman Legionnaires who had served 20 years. The troops' pensions were financed at first by regular taxes, then by a 5 percent inheritance tax, according to a 2009 history by Frank Eich, an economist now with the International Monetary Fund.

In the 16th century, Britain and several European countries offered pensions to their troops, starting with officers and gradually expanding to enlisted men. The first civilian public servant known to have received a pension was an official with the London port authority. In 1684, he was paid half his working income — deducted from the pay of his replacement.

Thomas Paine, the Revolutionary War firebrand famous for his essay *Common Sense*, called for a 10 percent inheritance tax. Part of the tax was to be used to pay benefits to everyone age 50 and older to “guard against poverty in old age,” according to a history by the Social Security Administration.

The idea went nowhere.

After the Civil War, the U.S. government paid pensions to disabled or impoverished Union veterans or to the widows of the dead. Southern states paid pensions to disabled Confederate veterans. The Civil War pensions became a basis for Social Security decades later. When farming dominated the economy, most men worked as long as their health held out. As they aged, though, they often cut their hours and turned the most physically demanding chores over to sons or hired hands. In 1880, when half of Americans worked on a farm, 78 percent of American men worked past age 65.

As factories began to replace farms in economic importance, skeptics wondered whether old folks could understand and work with the new machines. One of the giants of American medicine, Johns Hopkins Hospital co-founder William Osler, in 1905 decried the “uselessness” of men older than 60 and said they should leave the workforce. Growing prosperity also meant more people could afford to stop working late in life.

In 1875, American Express offered America's first employer-provided retirement plan. Five years later, the Baltimore and Ohio Railroad introduced the first retirement plan, financed jointly by contributions from an employer and its workers. From there, private pension plans grew. In the United States, the plans received a boost during World War II, when the government imposed wage freezes. That led some companies to offer pensions and other benefits to attract scarce workers.

The United States created Social Security in 1935 and added Medicare health benefits for the elderly in 1965. In the 1980s, many countries lowered the age at which people could retire and collect full benefits. This step was part of an effort to clear older workers out of the labor force to make way for the young.

Now, governments are reversing those policies and raising retirement ages to prevent aging populations from breaking their budgets. And older people, who now enjoy better health, are working longer again: In the United States, 18.6 percent of people 65 and older were working or looking for work as of November. That was up from a record-low 10.4 percent in January 1985, according to Labor Department figures dating to 1948.

Source: Seattle Times Staff

<http://www.seattletimes.com/nation-world/a-brief-history-of-retirement-its-a-modern-idea/>



## Fun cognitive stimulation

Here you have a few quick brain teasers to exercise your attention and your working memory—the ability to keep information in your mind while working on integrating and processing it. Given them a try...

- o Say the days of the week backwards starting from Sunday, then in alphabetical order.
- o Say the months of the year in alphabetical order.
- o Find the sum of your date of birth, mm/dd/yyyy.
- o Name two objects for every letter in your first name. Work up to five objects, trying to use different items each time.



### Quick! Count the number of times that the letter F appears in the following sentence:

“Finished files are the result of years of scientific study combined with the experience of years.”

How many did you find?

**Solution:** Most people say three. Why? We often don't correctly process the word “OF” for two reasons. First, the letter F usually makes the “f” sound, like in “fox”. However, in the word “of”, it makes a “v” sound. Second, you have probably read the word “of” so many times in your life that you process it as one unit, overlooking the second letter/sound. *(The letter “f” occurs six times)*

By: SharpBrains [www.sharpbrains.com](http://www.sharpbrains.com)

## Garden Care for the start of Autumn



### What to plant?

April is the perfect time to buy and plant out primula, poppy, pansy and gazania seedlings. Keep the seedling trays once you have planted out your winter colour as they are perfect for sowing any seeds you buy in spring.

Plant bulbs! April is the perfect time to plant a selection of South Africa's indigenous bulbs such as watsonia, freesia, ixia, chinchinchee and Sparaxis and non-indigenous bulbs such as daffodils, irises, tulips and hyacinths.

Plant out perennial plants, such as lupins, Shasta daisies, and aquilegias.

Planting new roses now will allow them to 'settle-in' during winter and will also give them a head start in spring. Make sure that you continue to spray your roses against fungal diseases such as mildew and blackspot.

April is an excellent planting and transplanting month for all trees and shrubs. The worst of the summer heat is over. Before transplanting trees or shrubs, prepare the soil in the new position by adding plenty of compost and fertiliser. Water the tree and the hole where it will be planted well before transplanting.

Source: Life is a Garden [www.lifeisagarden.co.za](http://www.lifeisagarden.co.za)  
For more information on bringing Life to your Garden, visit our website [www.lifeisagarden.co.za](http://www.lifeisagarden.co.za) or join the conversation on our Facebook page: [www.facebook.com/lifeisagardensa](https://www.facebook.com/lifeisagardensa).





## Customer Survey 2015



During 2015 I undertook a customer survey at all five Macadamia Clinic Villages, in order to determine the level of customer satisfaction with services provided by the organisation.

Four villages participated in the survey, namely:

- **Nelspruit**
- **Mataffin**
- **Tzaneen**
- **Polokwane**

The remaining village (White River) elected not to participate for a range of reasons including the contention of the HOA trustees that the survey was largely irrelevant to their members.

All contributions were treated as anonymous unless letters accompanied the response, in which case those are treated as personal feedback to management from the resident and are being addressed accordingly.

The questions asked seemed inappropriate to some of the residents of the villages that we serve, because we have not really had a focus on extending services to the greater village and have to some extent been seen by some as an insular Care Centre unit in each village. In some villages, there was a strong preference on the part of the Association trustees not to complete the survey (or allow their residents to complete the survey). This was unfortunate, as insight could have been gained that would assist the organisation in planning its future strategy.

There was a very large number of “Don't Know” response percentage, and the following are possible reasons:

- There is a tendency to not to want to “rock the boat” amongst many of the residents.
- These responses may be from residents who are not in the care centres and who feel the questions are not appropriate to their situation or they have not used the services being referred to.

I am very happy that the survey was undertaken, as it has set a benchmark for us to follow up on and also indicated that there are many positive elements in our service provision as far as the customers are concerned. We have also been told that there are some areas that we need to improve on!

I will follow up on this with a revised survey in late 2016. The questions may be adapted and we may provide two separate set of survey questions, one for Care Centre residents and one for other residents of the village .

For any queries regarding the Customer Survey's, please do not hesitate to contact me.

Samantha le Grange  
Business Process Manager



## Retirement & LIFESTYLE EXPO 2016

Macadamia Care was proud to participate in and exhibit our unique brand and Care Services at an exciting new Expo and Trade Conference that took place at the Cape Town International Convention Centre during February this year. The expo, which ran for three days, offered an exhibition of retirement & lifestyle properties, products and services and a series of free retirement planning workshops.

The Trade conference was arranged “for the trade by the trade” says Rob Jones of Shire Retirement Properties and it addressed the key challenges and concerns from the perspective of both the retirees and the developers/service providers. The conference examined both key strategic and operations issues facing the retirement & lifestyle industry in South Africa and provided a networking platform for discussion and sharing of ideas and experiences.

The Trade Conference workshops offered over two of the days, each presented a different, specialised focus area.

The first day was on STRATEGY – This was aimed primarily at senior staff levels within independent villages, operators, and developers. The presentations included:

- Old Mutual's new fund for investing in retirement developments
- Telemedicine development and the implications for future retirement developments
- Challenges to retirement housing – what does the future hold?
- Trends and future challenges facing the lifestyle retirement industry in South Africa
- Challenges in the operation of homes for residents on government pensions
- The Green retirement village - GO SOLAR - Produce your own power from the sun
- Re-fire don't retire – opportunities for the over 50's
- Reverse mortgage – pros and cons
- Insurance products needed – dementia and other care costs

The second day focused on OPERATIONS – This was aimed primarily at operations management, operations staff and service providers. The presentations included:

- Autism at work – meaningful employment in the retirement sector
- Alzheimer's and dementia – meeting the increasing demand with existing facilities
- Aging and the role of medical insurance
- Voluntary euthanasia and dealing with death – a positive perspective
- Frail care centre viability – nursing codes of practice versus affordability of appropriate care
- Home-based care both inside and outside retirement villages

The conference was a prime opportunity for Macadamia Care to showcase itself along with other top operators and service providers and to engage with experts and network with colleagues in the trade to see what the retirement & lifestyle industry faces tomorrow and beyond.



***The Macadamia Care stand at the 2016 Retirement & Lifestyle Expo***







## Answers to our Summer Edition's Crossword puzzle

W	H	A	L	E		Z	E	B	R	A
A		I		D		I		E		R
I	R	R	I	G	A	T	E	D		I
V				E		H		E		D
E	B	B	S		S	E	R	V	E	
D		A		F		R		I		C
	A	L	I	A	S		S	L	U	R
L		A		L		A				A
E		N	E	C	E	S	S	A	R	Y
N		C		O		P		N		O
S	T	E	R	N		S	A	T	I	N

## Notices

A few points from the Facilities section of Macadamia Clinic:

- At the end of February the new Mataffin Care Centre accommodation wing was completed and occupation began in the first week of March;
- The first concrete was poured for the new Polokwane Laundry at the beginning of March;
- The new kitchen equipment was delivered at the beginning of the year to upgrade the Mataffin and Polokwane kitchens;

For the coming winter:

- We are starting to experience the first signs of winter now so remember to adjust your geyser if necessary;
- Check that heaters and fire places are in a safe condition.
- Check that your electric blankets are safe and that they work;
- Remember to run your air conditioner on 'cold' occasionally during the cold period;
- Check that your car's battery is serviced, so that its ready for those cold morning starts;
- Consider having insulation placed in your ceiling over certain rooms to reduce your heating costs and keep the home cooler in summer. This is a low-cost long-term solution

### Emergency bell testing:

All residents in the apartments and the houses must please remember to check their panic buttons monthly. Please call the Care Centre and inform us that you wish to test your button. The Care Centre will then call you back to confirm whether the bell has rung on our main board. The only make of battery recommended for the buttons is Duracell.

