



St Anna's Home Care

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September 2023

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Dates to remember and put on your calendar

October 19th Thursday 11am
Pizza, Quoits and Boucce



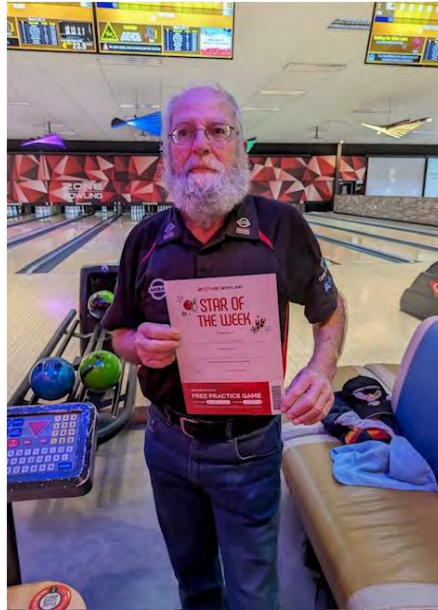
November 8th Wednesday 4.30pm
BBQ dinner



December 5th Tuesday
Christmas lunch



Congratulations to our Home Care client Des



Des is a keen tenpin bowler and has represented the state on many occasions. He was awarded 'Star of the Week' for his score of 175, congratulations Des.

Happy Birthday Eleanor – 80 years of age



Eleanor, pictured at the front right of the photo, celebrated her 80th birthday in August with a friend, carers and clients at a French café. An enjoyable time for all who attended.



To our clients and staff who are celebrating birthdays in September, we hope you enjoy your special day.

*Ivone Carrico - 6 September
Sr Doris Calleja - 7 September
Henry Birrell - 11 September
Onorato D'Antonio - 24 September
Doreen Lyons - 27 September
Concetta Forgione - 30 September*

*Rebecca - 6 September
Nina - 13 September
Pat - 20 September*



Congratulations to our carer Daoma

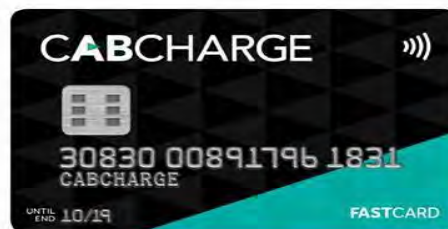


Daoma completed her Diploma in Dementia Care with the University of Tasmania and attended the graduation. Congratulations Daoma.

Taxi Voucher Changes

We have changed from taxi card vouchers to a Cabcharge FASTCARD. These look like a credit card and can be used on multiple taxi trips. All you have to do is tap the card at the end of your trip.

If you would like a card please phone the Home Care office and we will organise one for you.





A referendum is a general vote on a single political question. It is compulsory to vote on Saturday 14th October 2023. You will need to write on the Ballot Paper given with a 'Yes' or 'No' answer.

Voting is compulsory.

If you can not get to a polling booth on the day you can vote early by post. You will need to apply online aec.gov.au/pva or phone 132326.

Lookout App

We recently sent a letter with your statement to join our 'Lookout App'.

The 'Lookout App' is a way to stay in touch, keep up to date and be involved in your family members care and support. The Lookout Way, is a friendly app that you and your loved ones can access to see:

- . Real time schedule views
- . Statements and invoices
- . Communication
- . Care Plans

Some families have been using the app already.

Getting started is simple. Download the Lookout app from your phone app store.

If you would like further information please contact the Home Care office.



Recipe of the Month

Open Omelette with Spinach and Mushroom

Ingredients

2 eggs

½ tbsp light milk

½ cup baby spinach

½ tbsp extra-virgin olive oil or flavour-infused oil of your choice

2 brown mushrooms, sliced

1 tbsp low fat ricotta

Fresh and dried herbs to garnish

Method:

1. In a small bowl, whip together eggs and milk
2. In a medium pan, heat oil and rotate to cover the entire pan. Pour in egg mixture and allow to cook for 1 minute.
3. Add in chopped mushroom and ricotta. Cook for a further 2 minutes until the mixture has cooked through.
4. Move onto a plate and top with baby spinach, cracked pepper and herbs.
5. Serve with a toasted slice of bread.





Consumer advisory body

A resource for aged care consumers.

1800 951 822
agedcarequality.gov.au



A new responsibility for providers is to offer aged care consumers and their representatives the opportunity to start a consumer advisory body.

Consumer advisory bodies

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider's governing board.



'Your voice is powerful.'

Providers need to write to you and give you the opportunity to join a consumer advisory body at least once a year.

Providers approved before 1 December 2022 need to do this from 1 December 2023.

Consumer advisory bodies are important because they:

- ✓ look at the quality of care and services you and others receive
- ✓ find and communicate consumers' needs and issues
- ✓ provide opportunities for improvement.

If your aged care service is a state or territory authority or a local government authority, it doesn't have to offer to start a consumer advisory body. You can still share your thoughts, ideas and give feedback about your care and the services you receive - talk to your provider today.

Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all consumers are represented. This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

Provider obligations

Your provider must:

- ✓ offer to start a consumer advisory body at least every 12 months – even if you already have one
- ✓ make the offer in writing – for example, an email, letter, poster or pamphlets around the service
- ✓ think about feedback the consumer advisory body gives about care and services when making decisions
- ✓ write to the consumer advisory body to explain how the feedback is used.



Aged care reforms

Start date

This responsibility commences from 1 December 2023 for existing approved providers or on the day new providers are approved. You should get more information and an offer to start a consumer advisory body before this date.

If you don't get an offer to form a consumer advisory body or one isn't started, find out why. Maybe this is because other consumers don't have enough information, or they aren't interested in joining. If you want to start or join a consumer advisory body, talk to your family/representatives and other consumers to see if they do too. Then, talk to your provider.

Quality care advisory body

Providers also need to start a quality care advisory body. This must have at least one member that represents consumer interests (for example, a consumer/representative, a member of the consumer advisory body (if established) or a consumer advocate).

More information

- **Talk to your aged care provider.**
- Phone the Older Person's Advocacy Network (OPAN) Support Line.
1800 700 600
8am – 8pm Monday to Friday
10am – 4pm Saturdays
OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.
- Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) to give feedback on your provider or make a complaint.

June 2023



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

ACR-PG-003

Top-up services for the Home Care Packages program

Sometimes, our consumers need to access additional government programs to help to meet their assessed care needs. The circumstances where this may occur are detailed in the Home Care Packages Operational Manual, but here is a quick run-down of the main services that eligible consumers may receive at the same time as their home care package services:

- . Community Visitors Scheme
- . Continence Aids Payment Scheme
- . Dept of Veterans Affairs (DVA) programs
- . Residential Respite Care
- . Dementia Behaviour Management Advisory Services
- . Palliative Care
- . National Dementia Support Program



Commonwealth Home Support Program (CHSP) services

Generally speaking, once a person has commenced a Home Care Package, they are expected to cease using CHSP services. However, sometimes people need to access CHSP services to top-up their home care package funds for a limited period of time. Depending on your package level and other circumstances, this may include:

- . Allied Health and Therapy Services
- . Nursing Services
- . Planned Respite Services
- . Minor Home Modifications
- . Social Support Groups
- . Other CHSP services, as deemed essential

There are strict criteria and a formal process that needs to be followed to access these additional service types. Our team can help to advise and support you to apply for any of the above services, if you need them.

Older Persons Advocacy Network toolkit

The Older Persons Advocacy Network (OPAN) have launched a new self advocacy toolkit to empower older people to speak up for themselves, and ask for the services and support they need.

Designed to put you in the drivers seat, it's full of valuable resources to give you the information and skills you need, to make informed decisions and speak up for better aged care.

The toolkit can easily be translated into 13 different languages by using the toggle on the top right hand side of the website, and covers things like:

- . Solving common problems in aged care
- . Understanding your rights as an older person
- . A step by step guide to raising concerns with your provider
- . Creating a blueprint for the care you want
- . Learning to speak up and how OPAN can help with self-advocacy
- . How to receive culturally safe and inclusive aged care
- . Support with decision making

It also includes a range of handy checklists you can download and print.

For example, the Leaving Hospital Checklist has questions that you can ask the hospital social worker, your service provider or My Aged Care, that will help you to make an informed decision when leaving hospital.

<https://opan.org.au/toolkits/aged-care-options-when-leaving-hospital>

Please let us know if we can assist with accessing the online toolkit, or downloading and printing any resources.

<https://opan.org.au/toolkit>



Product Spotlight: IMAK compression gloves for arthritis

With arthritis being the leading cause of chronic pain in Australia, affecting over 3.6 million people, it can significantly impact daily activities.

Although compression gloves aren't designed to treat arthritis, they can assist with managing some of the symptoms.

If you're living with arthritis, neuropathy or poor circulation in your hands, these gloves may help to ease pain and discomfort.

Developed by an orthopaedic surgeon, their unique design provides mild compression for warmth and increased blood circulation to help promote healing and allow more freedom to complete daily tasks.

Made from soft, breathable and washable cotton, the gloves have also earned the Ease of Use Commendation from the US Arthritis Foundation for their design.

If you're considering purchasing the IMAK gloves, it's important to ensure you get the right size, as compression that's too tight can be dangerous and compression that's too loose will offer little relief. You'll find a handy size guide on the website:

<https://arthritisaustralia.com.au/get-support/resources/information-sheets/>

Please contact Home Care to discuss whether your home care package funds can assist with purchasing IMAK gloves to meet your needs associated with arthritic pain.



Silver Rainbow: LGBTIQ+ and 'Ageing Fabulously'

Historically, LGBTIQ+ people have a shared experience of discrimination and prejudice, and older LGBTIQ+ people have often experienced violence, isolation and stigma throughout their lives. The 'Silver Rainbow' program aims to improve the understanding of aged care workers about the experiences of LGBTIQ+ people as they age and enter the Australian aged care system.

LGBTIQ+ Health Australia is the national peak health organisation for organisations and individuals that provide health-related programs, services and research focused on lesbian, gay, bisexual, transgender, intersex, queer and other sexuality, gender, and bodily diverse (LGBTIQ+) people.

Australia has shown leadership to the world regarding inclusive practices and was the first country to have a National LGBTI Ageing & Aged Care Strategy! Silver Rainbow launched the 'Ageing Fabulously' podcast series as part of their work to improve the way the aged care system meets the health and well-being needs of LGBTIQ+ older people.

The LGBTIQ+ Health Australia website has information about Silver Rainbow and includes resources for older LGBTIQ+ people, communities and aged care workers, such as:

- . LGBTI and Dementia (factsheet)
- . 'Ageing Fabulously' Podcast
- . Transition to residential care for LGBTIQ+ Elders
- . Managing Data and Privacy
- . Improving LGBTIQ+ Health Literacy
- . Policy Reforms in Inclusive LGBTIQ+ Aged Care

We are committed to being an inclusive provider of Aged Care services and we welcome your input and feedback about how we can continue to improve our ways of working with you, and all diverse older Australians.

https://www.lgbtiqhealth.org.au/silver_rainbow



Finding My Way: Sharing tips on supporting people living with dementia

The National Ageing Research Institute (NARI) have launched a new video resource, aimed at sharing the experiences of family carers for people living with dementia, highlighting both the challenging and rewarding aspects of caring.

Finding My Way, features ten family carers aged between 50 and 80 years old, who generously and courageously share their stories and experiences of caring for someone with dementia.

While becoming a carer may feel like a natural part of being in a relationship for some people, for others it may feel the opposite. From well-meaning friends offering unsolicited advice because they don't understand your unique situation, to advocating for the person you're caring for during the assessment process, the tips these carers share are both raw and insightful.

The video highlights just how varied the carer journey can be, as well as the strength, resilience, and compassion of the people who give their time to support someone living with dementia.

“Many individuals assume the role of carer unexpectedly, when a loved one’s condition worsens. And whilst there is no instruction manual for being a carer, this video is able to offer words of advice and encouragement for those who are taking on this role.” ~
A/Professor Kirsten Moore.

Click the link below to watch the video:

<https://www.nari.net.au/finding-my-way>

If the video raises any concerns for you, support is available via:

Dementia Australia - 1800 100 500

Carer Gateway - 1800 422 737



Star Ratings for Aged Care Homes

Our priority is always to support you to remain living in your home with your home care package, but, we are here to help if you ever want to discuss or explore options for residential aged care.

You might have heard in the news that all residential aged care homes in Australia are now given a Star Rating by the Department of Health & Aged Care. The aim of this new rating system is to help people compare the quality of aged care homes in Australia and to help make an informed choice based on some consistent, transparent and measurable criteria.

Whilst this rating may be useful in some important ways, we very much recommend that you consider a range of other criteria that are important to you, to help you make the best decision for your own situation and needs. This is usually best achieved by talking to, and visiting the aged care home personally to see how things operate, first-hand.

Aged care homes receive Star Ratings between 1 and 5 stars:

- 1 star – 'significant improvement needed'
- 2 stars – 'improvement needed'
- 3 stars – an 'acceptable' quality of care
- 4 stars – a 'good' quality of care
- 5 stars – an 'excellent' quality of care

The Star Ratings are given against four sub-categories:

- . Residents Experience
- . Compliance
- . Staffing
- . Quality Measures

We can help you to learn more about what each of these categories mean, and assist you to use the My Aged Care Find A Provider website, if you need it.

<https://www.myagedcare.gov.au/find-a-provider>



University of Tasmania launches free Aged Care mini course

The Equip Aged Care Learning Packages are a great new resource for families and informal caregivers to understand the aged care sector.

This newly developed online mini course includes fourteen modules that have been developed by the Wicking Dementia Research and Education Centre, College of Health & Medicine at the University of Tasmania.

The bite-sized learning modules are ideal for anyone interested in the aged care sector, including informal carers, families and volunteers.

Benefits of Equip Learning mini course:

- . All modules are completely free
- . Learn when it suits you -modules can be accessed at any time
- . Each module only takes around 10 minutes to complete
- . Accessible on a phone, tablet or computer

You can learn at your own pace and the first 6 modules below are ready now:

- . Exploring the role of health professionals and personal care workers
- . The Australian Aged Care System
- . Supporting people living with dementia
- . The Aged Care Quality Standards
- . Palliative and end-of-life care
- . Person-centred care

Additional topics also include:
hearing health, falls prevention,
oral health, wound care, Aboriginal
and Torres Strait Islander cultural safety,
trauma informed care and mental health.

<https://equiplearning.utas.edu.au/>



Osteoporosis and Bone Health

Did you know there are 206 bones in the human body, ranging from our huge leg bones to tiny ear bones? Good bone health is a key factor in ageing well for both women and men, over 1 million Australians are living with osteoporosis, contributing to the 173,000 broken bones in people with poor bone health every year!

As a provider of home care, we need to capture important information about your bone health and other risk factors as part of our ongoing assessment process. This may occur in a variety of ways, including:

Assessment: identifying key areas of concern, e.g. medical diagnoses, diet, exercise, calcium and Vitamin D intake, falls history, bone fracture history, and physical activity.

Identifying risk factors: e.g. diabetes, coeliac disease, breast or prostate cancer treatments, liver or kidney disease, and rheumatoid arthritis.

Setting goals: a care plan of services, equipment, activities and other items to meet your needs in relation to managing your bone health and reducing risk factors.

Referral: ensuring relevant specialists are involved, e.g. GP, Rheumatologist, Bone Density Clinic, physiotherapist or exercise physiologist, and so forth.

Directing funds: ensuring your home care funds are prioritised and spent where they are most needed to reduce your risk of falls and meet your bone health needs.

Monitoring, review & responding to changes: responding to any issues and changes, and adjusting your care plan and services, if and when required.

Your GP, nurses, other specialists, and Bone Health Australia can provide information, resources, tips and recommendations to help manage or prevent osteoporosis.

<https://healthybonesaustralia.org.au/>

Phone: 1800 242 141



How we meet your Personal Care and Clinical Care Needs

The delivery of home care services has changed over recent years, and there is much more focus on the clinical care and personal care needs of consumers receiving home care packages. **Standard 3 of the Aged Care Quality Standards** requires us to have a robust approach to guide our clinical assessment, monitoring, and reporting frameworks.

In brief, this means we will:

- . Include you, and those involved in your care, in every step of the assessment and care planning process.
- . Refer to your initial comprehensive assessment completed by ACAT when you were first assessed for a home care package.
- . Conduct our own assessments, including asking questions about your clinical care needs using Validated Assessment Tools, where appropriate
- . Refer you for specialized Clinical Assessments if we are unable to do them ourselves.
- . support you to build your knowledge and understanding of your clinical care needs and how best to meet those needs.
- . Identify and respond to risks relating to your clinical care needs.
- . Create clear pathways for feedback, reporting, escalating and responding to clinical risks and issues.
- . Ensure workers (including external contractors) have the necessary skills, training and support to provide best-practice clinical and personal care.
- . Prioritise your home care funds to meet your clinical care needs and goals.
- . Be accountable to you, our management and governing body, and the Aged Care Quality & Safety Commission

We are committed to providing the best possible care to all our consumers. And you can help us to deliver good clinical care by keeping us informed if your care needs change, participating in necessary assessments, and thinking ahead about how to minimise potential risks in your home environment.

The Aged Care Charter of Rights

You may recall seeing the Aged Care Charter of Rights when you first commenced as a client with us. It's important that every person receiving Government-subsidised aged care services understands their rights, and it underpins everything we do and everything you can expect from us.

As someone who receives aged care and services, you have the right to:

1. Safe and high-quality care and services
2. Be treated with dignity and respect
3. Have your identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about your care and services in a way you understand
6. Access all information about yourself, including information about your rights, care and services
7. Have control over, and make choices about your care, and personal and social life, including where the choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
9. Your independence
10. Be listened to and understood
11. Have a person of your choice, including an aged care advocate, support you or speak on your behalf
12. Complain free from reprisal, and to have your complaints dealt with fairly and promptly
13. Personal privacy and to have your personal information protected
14. Exercise your rights without it adversely affecting the way you are treated

If you ever feel that your Aged Care Rights are not being upheld, please let us know and we will work with you to resolve any concerns. You can also download the booklet in 18 languages:

<https://www.agedcrequality.gov.au/resources/charter-aged-care-rights-a5-booklet>

Free online events for carers!



September 21st - Understanding the upcoming changes to aged care services

Many carers would be familiar with recommendations made by the Aged Care Royal Commission to transform the aged care system, including a new Support at Home Program. During this 90-minute information session, you'll receive an overview of what's changing and why.

September 25th - Activities to engage someone living with dementia

This practical session assists carers looking after someone at home to plan engaging activities. It promotes independence and wellbeing by focusing on what the person with dementia can still do.

September 29th - Immersive meditation for carers

This meditation is designed to help you slow down, as we transport you to beautiful natural landscapes, together with relaxing music that will help you enter into a state of relaxation.

October 3rd - National Gallery Australia - Art for carers

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection.

October 10th - Virtual experiences of locations around the world

Do you ever wish you could close your eyes and be teleported to somewhere else in the world? Join this event as we explore some of the great locations around the world.

*Events are open to all carers Australia wide no matter where you live.

**Need help getting online? The Good Things Foundation can help:

<https://www.doogthingsfoundation.org.au/learn/>

Find a Word

Types of Dog

N	R	S	C	F	F	I	T	S	A	M	O	T	H
H	N	I	O	C	B	U	L	L	D	O	G	T	E
S	R	N	L	H	R	W	E	E	L	G	A	E	B
N	E	A	L	I	P	E	B	G	D	T	I	D	I
U	L	I	I	H	E	A	I	O	O	L	R	R	O
H	I	T	E	U	D	C	E	R	X	P	I	E	M
C	E	A	U	A	P	N	O	O	R	E	D	H	E
O	W	M	D	H	S	I	U	R	E	E	R	P	T
D	T	L	A	U	E	O	N	H	G	D	T	E	C
I	T	A	B	A	T	N	I	S	S	I	A	H	R
L	O	D	B	S	T	C	A	H	C	H	E	S	U
M	R	P	O	I	E	C	T	G	L	H	C	G	L
D	H	O	S	R	R	R	E	E	N	N	E	A	D
P	B	X	U	S	T	H	O	U	N	D	L	R	D

BULLDOG
PINSCHER
DALMATIAN
MASTIFF
BOXER
SHEPHERD
BEAGLE
TERRIER
SETTER
CORGI
ROTTWEILER
CHIHUAHUA
COLLIE
HOUND
DACHSHUND

Play this puzzle online at : <https://thewordsearch.com/puzzle/9/>

Find the words listed on the right in the above square.



Sudoku

			7	3	1	9	5	8
				4		1	6	
		9	8	6		4		
5					3		7	1
4								5
6	9		5					4
		6		1	7	8		
	4	2		5				
8	1	7	9	2	4			



*We hope all of our fathers and grandfathers
have a lovely Fathers Day.*

Sudoku Answers:

2	6	4	7	3	1	9	5	8
7	8	5	2	4	9	1	6	3
1	3	9	8	6	5	4	2	7
5	2	8	4	9	3	6	7	1
4	7	3	1	8	6	2	9	5
6	9	1	5	7	2	3	8	4
9	5	6	3	1	7	8	4	2
3	4	2	6	5	8	7	1	9
8	1	7	9	2	4	5	3	6

'My father gave me the greatest gift anyone could give another person, he believed in me.'



This Month in History

September 1 1908 - The Golden Wattle is declared as Australia's national flower but only declared as Australia's official floral emblem in 1988.

September 2 1928 - St Mary's Cathedral opens in Sydney after 60 years of construction.

September 3 1901 - The flag of Australia are adopted by the Government of Australia as official flag, following a national design competition. The flag first flown from the Royal Exhibition Building in Melbourne.

September 7 1936 - Tasmania's last remaining Thylacine (Tasmanian Tiger) dies in Hobart Zoo.

September 16 1804 - The first brewery in Australia begins to produce beer.

September 30 1854 - The first game of cricket is played at the Melbourne Cricket Ground.



Colouring is a healthy way to relieve stress. **It calms the brain and helps your body relax.** This can improve sleep and fatigue while decreasing body aches, heart rate, respiration, and feelings of depression and anxiety. Please enjoy our colouring activity.

