



# St Anna's Home Care

## *Newsletter*

November 2023

### *What's Inside!*

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## *Upcoming Social Events!*

Tuesday December 5<sup>th</sup>

### *St Anna's Home Care Christmas lunch*

to be held at the Excelsior Hotel,  
110 Coglein St, Brompton.  
At 12.00

*We would love you to attend our Christmas Lunch*

We can arrange a carer to pick you up or Cabcharge can be used.

Home Care clients can bring one additional person with them.

Home Care clients lunch will be paid for but staff and additional people attending will pay for their own lunch.



*If you would like to attend please RSVP to Home Care office by 30<sup>th</sup> November 2023.*





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

Maria Zrinski - 1st November  
Rose Baillie - 2 November  
Marjorie Birrell - 7 November  
Effie Kalambokas - 10 November  
Rhonda Hazel - 12 November

Brooke - 5<sup>th</sup> November



# ANNUAL GENERAL MEETING

## 2022/2023

of  
The Croatian, Ukrainian & Belarusian Aged Care Association of SA INC

to be held on Monday, 20<sup>th</sup> November 2023

at

***St. Anna's Residential Care Facility***

41 Burley Griffin Blvd, BROMPTON SA 5007

**6:30pm: *Meeting Commencement***

*RSVP is essential for seating purposes ~ Please return the bottom section to St. Anna's via mail, email or phone by Friday, 10<sup>th</sup> November 2023*

*AGM Reports will be available for collection from St. Anna's RCF on the evening*



*Family, Friends and Associates all welcome*

Name/s Attending: \_\_\_\_\_

Phone or Email Contact: \_\_\_\_\_

**POST:** St Anna's Residential Care Facility- 41 Burley Griffin Blvd, Brompton SA 5007  
**PHONE:** 8346 0955  
**EMAIL:** admin@cubs.org.au

*YES I am/we are able to attend*

*SORRY I am/we are unable to attend*



**St. Anna's**  
Residential & Home Care

## Recipe of the Month

### Easy Christmas Star Biscuits

#### Ingredients:

250g self raising flour  
125g cold butter  
½ teaspoon cinnamon  
½ teaspoon ginger  
125g caster sugar  
1 egg



#### Method:

1. Grease 2 large baking trays with a thin layer of butter. Preheat oven to 180C.
2. Place flour in a large mixing bowl and add the cubes of cold butter. Rub the butter and flour between your fingers, until it resembles breadcrumbs.
3. Add the sugar and spices and stir in thoroughly. Add the egg and stir again. The mixture should look like dough but if not add a tiny bit of water.
4. As soon as your biscuit mixture starts coming together, use your hands to squish it together into a ball.
5. Sprinkle your work surface with a little flour and pop your ball of biscuit dough on top. Sprinkle some flour on top and roll out dough to 5mm or ¼ inch.
6. Cut out your stars and lay them on baking tray. Spread out as they will grow.
7. Cook in oven for 10-15 minutes until pale on top and a little darker around the outside.
8. Remove from oven and place on a wire rack to cool.
9. Biscuits can be kept for a week in an air tight container.

## *Foodbank*

St Anna's Residential has registered as a Foodbank collection area and will be collecting donations from 1 November to 16 December 2023.

They will be accepting donations of canned and packaged food items to be distributed to vulnerable Australians.

Foodbank is Australia's largest food relief organization, operating on a scale that makes it crucial to the work of the charities who are feeding vulnerable Australians. Foodbank provides more than 70% of the food rescued for food relief organisations nationwide.



## *Cabcharge*

Hope you are all enjoying using your new Cabcharge FASTCARD.

Could you please make sure that get a receipt from the driver when arriving at your destination. Please just keep these in case we need to follow up on the fare.

If you have a card and have feedback about it please let us know.

If you have not received a new card and would like one please contact the Home Care office and we would be happy to send one out to you.



## *Employing Family Members?*

Every now and then, a consumer might ask their provider whether they can use their home care package funds to pay a family member or close friend to provide paid services for them. The current Home Care Packages Operational Manual for Consumers covers this in detail to ensure information is available and a consistent approach is used when answering this question.

In summary, the Manual states that payment to families and friends for care services is excluded unless all of the following requirements can be met:

- . There is a 'thin' market where no suitable workforce is available at all, and
- . The person is especially qualified to perform the job, and
- . The person does not live with the consumer, and
- . The provider has a robust probity plan in place.

Notwithstanding, even if all of these criteria can be met, if the person is already receiving a Carer's payment, then the practice is strictly prohibited.

Providers also need to document their response by considering:

- . The inclusions and exclusions framework,
- . The process to meet their obligations for monitoring and compliance of contractors and sub-contractors.
- . Any potential risks to the consumer and how this impacts on their ability to effectively manage those risks,
- . Their own policies regarding where they stand on this matter

The Manual states that payment to families and friends for care services are typically a program exclusion, and they direct family and friends to instead access the Carer's Payment to support them financially in their caring role.

Information about the Carer Payment is available here:

<https://www.servicesaustralia.gov.au/carers-payment>

Feel free to talk to us for information about the Home Care Packages Consumer Manual or visit this link:

Consumer Manual 2023>



## *Preventing Dementia: Free online course*

Did you know, exciting global research suggests up to 30% of dementia may be preventable by attending to potentially modifiable risk factors?

The University of Tasmania's Wicking Dementia Research and Education Centre are inviting you to join their free online short course: Preventing Dementia.

During the Preventing Dementia mini-course, you'll hear from expert neuroscientists, clinicians and epidemiologists as they examine the latest evidence and outline ways you may be able to reduce your risk of developing dementia.

Whether you're interested in brain health and/or dementia risk reduction, the course is suitable for everyone.

With lots of engaging video content and discussions with experts, this award-winning course has been designed to be appealing to people with diverse interests and levels of education.

Plus, you'll get to learn from home at your own pace, without requiring exams or assignments!

If you'd like to Join the growing global community of participants in learning ways to reduce the risk of dementia, the course is held twice per year and you can sign up to be notified when enrolments are open via the link below:

[www.utas.edu.au/wicking/preventing-dementia](http://www.utas.edu.au/wicking/preventing-dementia)

It's never too early or too late to start reducing your dementia risk.



## *Swallowing problems and Dysphagia*

Did you know that humans swallow at least 900 times a day? We often take swallowing for granted, but for many older people and people with chronic health conditions, living with swallowing problems places them at risk of choking and other serious illness.

As your home care provider, we need to ask questions, and be observant to any changes, to capture information about any care needs that relate to your eating and drinking. This may occur in a variety of ways, including:

- . **Assessment:** identifying key areas of concern, eg new medical diagnoses, weight changes, food texture and diet changes, and following-up incident reports from support workers or others involved in your care.
- . **Identifying risk factors:** eg medical conditions such as Stroke, various neurological conditions, dementia, dental problems, weight loss, history of coughing or gagging whilst eating or drinking etc.
- . **Setting goals:** developing a care plan of services, handy assistive equipment, and other supports to safely maintain your independence, manage your swallowing issues, maintain adequate nutrition and reduce the risk of choking.
- . **Referral:** ensuring relevant specialists are involved, eg GP, Speech Pathologist, dietitian, Dentist, Physio, Occupational Therapist, nurse and so forth.
- . **Directing funds:** ensuring your home care funds are prioritized and spent where they are most needed to maintain your health and wellbeing associated with eating and drinking safely.
- . **Monitoring, review and responding to changes:** responding to any issues and changes,

Please let us know if you have any concerns about eating, drinking or swallowing and we will refer you for an assessment.

<https://www.safeswallowing.com.au/>

## *Ageing with blindness or low vision*

Did you know that about two-thirds of people who are blind or have low vision are over 65? These days, there are significant advances in technology, aids & equipment, funding, services and strategies to help reduce the impact that blindness or low vision can have on day-to-day life and enjoyment.

We want to be sure that Support Workers and others involved in your care know how best to assist you, so it's important that we hear about your needs and preferences during our assessment phase.

There are many ways that Support Workers can assist you, such as:

- Identify themselves by name and not assume you recognise their voice
- Speak naturally and clearly – without yelling or being patronising
- Avoid situations where there is competing noise or poor lighting
- Ask first if you need help, rather than assuming that you do
- Offer their arm for you to hold, and walk slightly ahead of you at a comfortable pace
- Guide you to your chair, sofa or bed, so you can safely and independently seat yourself

Usually, our clients with vision impairment are already very aware of how to keep safe around their local community, and in their home and garden, and we will work with you to ensure you feel safe and secure wherever you are.

Please let us know if you have any concerns about your Vision and we can help you to access the right services and supports. Talk to us about how your package can be used to take advantage of the aids, equipment and technologies designed specifically for people living with low vision and blindness.



## *The legacy of institutional care*

For many of us growing up in happy or stable family homes, it is easy to forget that not everyone had those positive experiences in their early years.

Between the 1920s and 1980s, more than 500,000 children were placed in institutions and out-of-home care around Australia. Many were taken from their families, often without permission, and life was generally hard for them. They are known as Forgotten Australians, Former Child Migrants, and Stolen Generations.

‘Care Leavers’ are part of today’s ageing population, yet the scars of their early experiences do not diminish and many Care Leavers experience significant anxiety about accessing aged care services. Many who spent time in institutions or out-of-home care as children were deprived of love and a sense of belonging.

Many people from these groups find traumatic childhood memories and fears returning when they think about their aged care needs. Whilst we intend to offer exceptional service to all our consumers, for any of our consumers who identify as a Care Leaver, we wish to respect and honour your experience by making sure we:

- . Collect only relevant information and avoid assumptions about your history
- . Are transparent, sensitive and trustworthy, if you reveal your story to us
- . Respect your independence, create a safe and private space, and involve you in all decisions.
- . Offer you choices, encourage social engagement, and reduce red tape wherever possible.
- . Link you to support, mentoring and counselling with specialized services in your State or Territory

Two additional resources for support and advocacy include:

### Find and connect service

Ph: 1800 161 109

<https://www.findandconnect.gov.au/contact/>

### CLAN (Care Leavers Australasia Network)

Ph: 1800 008 774

<https://clan.org.au>



## *Consumers living with vulnerability*

Each of the people to whom we provide care and services has their own unique personal history and life circumstances. For some people, as they age and their care needs change, this can make them more vulnerable to a wider range of risks.

Our assessments and ongoing care reviews help us to better understand our consumers and their potential vulnerabilities and risks. Consumers who are most at risk or are vulnerable may have some combination of the following characteristics:

- Living alone, with few or no family or friends who 'check in' on them
- Live in rural or remote regions with limited service options
- Have cognitive impairment and are unable to problem solve or speak up for themselves
- Have communication difficulties, and/or limited mobility
- Are highly dependent on their caregiver or have only one carer

If you are experiencing vulnerability due to your personal circumstances, you can expect us to work closely with you to ensure you're receiving safe and effective care and services by:

- Having systems & processes in place to identify potential risks and incidents
- Providing frequent care management contact and supports
- Respecting your right to autonomy, and helping to balance risks with care
- Providing training & communicating relevant information to support workers
- Ensuring frequent feedback is received and escalating any concerns, issues or risks

We understand that vulnerability and risk can have significant negative impacts on a person's health, safety and wellbeing, and can limit their ability to express their views and make decisions about their care.

Additional help is also available from the Older Persons Advocacy Network (OPAN) by calling: 1800 700 600.

## *Protecting your financial assets*

We support the autonomy of our consumers and acknowledge their right to make decisions concerning their financial affairs. When an older person receives government subsidised services, there is an increased expectation that risks and vulnerabilities are identified and monitored, which can sometimes lead to a tricky balance for providers between being overly involved versus not being involved enough.

Older people have the right to make financial decisions that suit them, however, problems may arise if you become vulnerable due to frailty, poor health, dependency for care, loneliness and isolation, lack of expertise in handling finances, increasing confusion, recent loss of a partner, and so forth.

**Some of the best ways for you to keep your money and assets safe include:**

- Understanding your finances better by having conversations about it with trusted friends, family, finance experts, seniors groups, financial helplines,
- Ensuring your enduring power of attorney document contains provisions that fully protect you,
- Insisting on 'accessible' information, such as translated documents, using an interpreter if required, large print letters, or whatever is needed so that you understand all arrangements and documents that need to be signed,
- Speaking with Centrelink to understand how your pension or aged care services may be affected before any financial decisions are made,
- Visiting your bank to discuss how to keep your money safe, especially with internet banking, PIN numbers, joint accounts and third-party authorities.

If you ever feel pressured, confused or uneasy about making financial decisions, or if you're unsure about your rights, please don't hesitate to reach out to us for a confidential discussion. We will support your wishes and assist you any way we can, including accessing advocacy and other helpful supports.



## *Understanding our Management fees*

Over the past few years, there have been a number of major changes to the way the home care packages program operates, but there are some things that have remained constant over time, including our commitment to being clear and transparent about our fees and pricing.

Approved Providers of home care packages do not receive any direct funding from the government to cover their business costs or costs to manage your package. As such, the government allows providers to charge your package for Package Management and Care Management costs. Whilst each provider can set their own fees, there is a cap on how much can be charged to ensure most of the package funds are spent on care and services.

**The maximum for Care Management is 20% of the total package value**

Care management is a mandatory service, and as your provider, we must:

- Regularly assess your needs, goals and preferences,
- Review your home care agreement and care plan with you,
- Ensure your care and services align with other supports,
- Partner with you and your family or carers about your care,
- Ensure your care and services are culturally safe,
- Identify and address risks to your safety, health and wellbeing.

**The maximum for Package Management is 15% of the total package value**

Package management is a service that supports delivery of a home care package, and can cover administrative activities that we must do, such as:

- Establishing and managing home care budgets,
- Coordinating and scheduling services and workers,
- Preparing invoices and monthly statements,
- Complying with regulatory and assurance activities.

We base our own fees according to what we believe will deliver the best possible service and outcomes for our clients, and we would be happy to discuss this with you at any time, so please don't hesitate to ask.

## *Free online events for carers!*



### **November 16th - Navigating My Aged Care**

My Aged Care includes a wide range of services and supports available to support older people to stay at home longer, including respite. However, many carers find the aged care system to be confusing and difficult to navigate. Join this 90 min session to find out what's available.

### **November 22nd - Communication and dementia**

This event provides information on dementia, the way we communicate and how changes in communication can occur as a result of dementia.

### **November 23rd - Caring through Crisis: disaster planning**

This workshop provides carers with an opportunity to plan ahead for future emergencies, especially when caring for someone with complex needs. Includes a free copy of the Caring through Crisis: Disaster Planning handbook, and a template to create your own emergency care plan.

### **November 24th - National Gallery Australia, Art and Dementia**

This is a social and creative program for people living with dementia and their care partners from across the country, that engages participants with the National Gallery's collection through discussion and art making.

### **December 5th - Carer Gateway services and supports**

An overview of the supports available to carers including; counselling, in person peer support, planned and emergency respite and access to carer directed packages.

\*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.goodthingsfoundation.org.au/learn/>

## Sudoku

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

## Sudoku Answers:

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

November 11

## Remembrance Day

'They shall grow not old, as we that are left grow old. Age shall not weary them, nor the years condemn. At the going down of the sun and in the morning. We will remember them.'



## *This Month in History*

**Nov 2 1962** - The first performance of the Australian Ballet company in Sydney was of Swan Lake.

**Nov 3 1985** - The first Australian Formula One Grand Prix takes place on the streets of Adelaide.

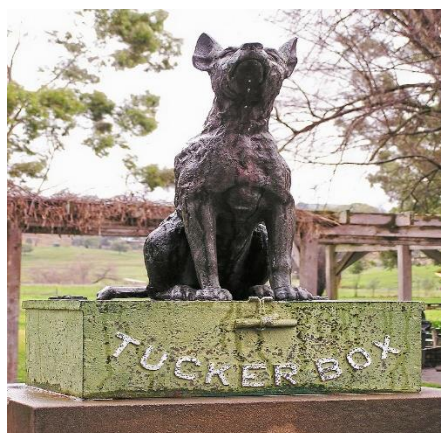
**Nov 4 1930** – Phar Lap wins the Melbourne Cup for the first time.

**Nov 7 1861** - The first Melbourne Cup is run and won by a horse called Archer.

**Nov 19 1800** - First copper coins circulated in New South Wales.

**Nov 23 1932** - The statue of the Dog on the Tuckerbox is unveiled at Gundagai, New South Wales.

**Nov 29 1948** – The first Holden car, the model 48-215, popularly known as the FX rolls off the assembly line. The on road cost was approximately 760 pounds.



# Find a Word

## HORSES

### Word Search Puzzle



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



- |            |           |           |
|------------|-----------|-----------|
| ARABIAN    | GELDING   | PRANCE    |
| BAREBACK   | HARNESS   | RACING    |
| BRIDLE     | HORSESHOE | ROUGHSHOD |
| CLYDESDALE | MUSTANG   | SADDLE    |
| EQUINE     | MUZZLE    | STABLE    |
| FARRIER    | NEIGH     | STALLION  |
| FILLY      | PADDOCK   | STIRRUP   |
| GALLOP     | PINTO     | WITHERS   |

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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.

