



St Anna's Home Care

Newsletter

May 2024

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We're Moving

Over the past three years, we have expanded the supports we provide to the community and as such we have outgrown our current office space in Brompton.

As a result, we are pleased to announce that we will be relocating our office to a larger and more accessible space at **471 Regency Road, Prospect**.

This move will allow us to better serve your needs and accommodate our expanding team more effectively.

Rest assured, while our physical location may be changing, all our contact numbers will remain the same. You can still reach us at 08 7078 6382 during our regular office hours from 9 am to 5 pm, Monday to Friday.

Our priority is to ensure a smooth transition for all of our clients, and we are confident that this move will not impact on any services of supports.

If you have any questions or concerns, please contact us to chat about them.

We look forward to sharing this new space with you in the coming weeks as we settle in.

Keep an eye on our monthly newsletter for more updates!



St Anna's Home Care Information

Office phone: (08) 7078 6382

Email: homecare@cubs.org.au

Feedback

St Anna's Home Care is committed to providing safe, quality care and services to our clients. We value your feedback.

Feedback can be provided by the following ways:

- . Feedback Form in you Welcome Pack
- . Contacting the Home Care office
- . On the St Anna's Website
- . Speaking to your carer who can provide a feedback form
- . QR Code



Consumer Advisory Body

A Consumer Advisory Body collects feedback from clients and shares it with those in charge of your care. It gives the opportunity for clients to voice their opinions. If you would like to become involved please contact the home care office.



The Aged Rights Advocacy Service (ARAS) can provide confidential advocacy, information, education and support. They are a statewide service which has been supporting older people since 1990. Phone 1800 232 007



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

Zorka Krpan - 3 May
Kon Tsiounis - 11 May
Charles Thirlway - 17 May
Ruby McBride - 21 May
Vassiliki Selinis - 29 May
Poppi Liascos - 30 May

Steph - 13 May
Belinda - 24 May
Glen - 24 May



*Happy Birthday
Palma Tassone*



Our client Palma was 99 recently



Recipe of the Month

Pumpkin Soup



Ingredients:

- 2 tbsp Coles Classic Olive Oil
- 1 onion, finely chopped
- 1 lek, white part only, finely sliced
- 1 garlic clove, crushed
- ½ tsp ground coriander
- 1 tsp ground cumin
- ½ tsp freshly grated nutmeg
- 1kg peeled pumpkin, diced
- 1 large potato, peeled, diced
- 1L Massel chicken style liquid stock or vegetable liquid stock
- ½ cup (125ml) thin cream

Method:

1. Heat 2 tbsp Coles Classic Olive Oil in a large saucepan over low heat, add 1 onion, finely chopped and 1 leek, white part only, finely sliced and cook for 2-3 minutes, until softened but not coloured.
2. Add 1 garlic clove, crushed and 1 tsp ground cumin and cook, stirring, for 30 seconds. Add 1kg peeled pumpkin, diced, 1 large potato, peeled, diced and 1L Massel chicken style liquid stock or vegetable liquid stock and bring to the boil. Turn heat to low, cover and simmer for 30 minutes. Allow to cool slightly, then blend in batches.
3. Return soup to pan, stir through ½ cup (125ml) thin cream and reheat gently. Season and add a little more ½ tsp freshly grated nutmeg if desired.

New Staff

Welcome to our new staff Kylie and Katie who have recently joined St Anna's Home Care



Cabcharge

We can provide you with a Cabcharge card. Please contact the Home Care office if you would like us to order one.



Care Plan Reviews

Care plan reviews are having an update.

In future we will be completing care plan reviews for those on Levels 1 and 2 every 12 months and those clients who are on level 3 and 4 every 6 months.

These reviews will be completed by Home Care coordinators and nursing staff. You will be contacted by the coordinator by phone or email and asked general questions, you will then be given a day and time convenient for you for the nursing staff to visit your home for a review.

If you have any questions please do not hesitate to contact the Home Care office.

What to do if something happens??

St Anna's Home Care would like to encourage clients, family and friends to let us know about any changes that may impact on your health and wellbeing or support needs. Incidents and injuries such as falls, skin tears or bruises, hospitalisations and infections can be reported to your Home Care Coordinator or care worker. Changes in your medications or health should also be communicated.

Your Home Care Coordinator records these incidents to help us monitor for trends which may indicate a need to review your care and services to ensure it remains appropriate for you.

Your Home Care Coordinator can talk to you about the incident in order to discuss how we can help stop it happening again in order to ensure you receive the best care possible for you.



Disclaimer: Occupational Therapy Report – Recommendations

This Occupational Therapy (O.T) report serves as a recommendation for specific equipment to support the individual's needs as identified during the assessment process. It is important to note the following disclaimers regarding the purchase of equipment based on these recommendations:

Non-Returnable Purchases:

Some equipment, once purchased, may not be eligible for return or refund. It is the responsibility of the purchaser to confirm the return policy with the supplier before finalising any transactions.

Sales Final:

Sales of certain assistive devices and equipment may be considered final. Please be aware that once a purchase is made, it may be non-refundable. Hire or short term rental of some equipment can be discussed.

Home Care Package Program Inclusions:

Equipment recommendations provided in this report are made with the individual's needs in mind. However, it is essential to ensure that any equipment purchased aligns with the inclusions and guidelines of the Home Care Package (HCP) program. It is the responsibility of the purchaser to verify that the selected equipment meets the program's requirements.

Trialling Equipment:

We strongly recommend that individuals trial recommended equipment, where possible, prior to making a purchase. Trialling helps assess the suitability and effectiveness of the equipment in the individual's specific environment. This can significantly contribute to informed decision-making.

Supplier Consultation:

It is advisable to consult with the chosen equipment supplier regarding product specifications, warranty, and return policies before finalizing any purchases. This ensures that the individual and/or their representative are well-informed about the terms and conditions associated with the acquisition of equipment.

Review with Healthcare Professional:

Prior to making any final decisions on equipment purchases, it is encouraged to review the recommendations with the relevant healthcare professionals, including occupational therapists and other care providers, to ensure that the chosen solutions align with the individual's ongoing needs and well-being.

This disclaimer aims to provide transparency and guidance during the process of equipment acquisition. Individuals and/or their representatives are urged to exercise due diligence and seek clarification from suppliers and healthcare professionals to make informed decisions about equipment purchases.

Subsequent and additional reviews and assessments or trials of equipment in the home or community may be subject to additional costs.

Please retain a copy of this disclaimer for your records.

Income Tested Care Fee

Effective from May 1, 2024, it is mandatory for all home care clients, including future admissions, to complete the Direct Debit Forms for the purpose of managing the Income Tested Care Fee. This change is in accordance with regulations set forth by Services Australia and is essential for the efficient management of your care services. The Direct Debit Form is specifically for the payment of the Income Tested Care Fee, which is determined through an income assessment conducted by Services Australia. As you may already know, the Income Tested Care Fee is an additional contribution that some individuals are required to pay based on their income. The fee varies depending on individual circumstances, including income level and pension status. This fee is subject to change and is recalculated by Services Australia periodically. It is crucial to note that any overdue payments of the Income Tested Care Fee will be deducted from your existing home care package balance, impacting the available funds for your care services.

For clients who are required to pay the income tested care fee, this contribution will be clearly detailed in your monthly statement. Additionally, an additional invoice will be generated for the fee, facilitating convenient payment.

The income tested care fee If your income is above a certain amount, you will need to make a contribution towards the cost of your care. This is known as the 'income tested care fee' and is separate to the basic daily fee. If you are required to pay an income tested care fee, you will need to pay this fee to your provider on a regular basis regardless of whether you use the full value of your package each month. The government's contribution towards your package will be reduced by the income tested care fee amount you have been assessed to pay. This means your income tested care fee combines with the government subsidy to deliver the full value of your Home Care Package. For example, if your Home Care Package is valued at \$30,000 and you have been assessed by Services Australia as needing to pay an income tested care fee of \$10,000, then the government subsidy to the provider will be \$20,000 ($\$30,000 - \$10,000 = \$20,000$). There are daily, annual and lifetime limits on the amount of income tested care fee you can be asked to pay. You will not be asked to pay an income tested care fee if your yearly income is below the maximum income amount a person can have to be classified as a full pensioner. If you are part of a couple, the income tested care fee payable is determined by halving your combined income, regardless of who earned the income. Your family home is not included in the assessment of your income for Home Care Package purposes. If your income changes while you are receiving care, your income tested care fee can also change. Call My Aged Care on 1800 200 422 or go to myagedcare.gov.au.

We understand that managing finances can be complex, and we are here to assist you. Please do not hesitate to contact our team on 08 8346 0955.

HCP extra supplements

Did you know that home care package funds can sometimes be supplemented with extra payments for people who have additional care or support needs? There is specific eligibility criteria that must be met and in most cases, an assessment is also required. If you are eligible for a supplement, we will add the amount to your package budget to help meet your assessed care needs.

Dementia and Cognition Supplement – for care for someone living with dementia:

This supplement provides additional funding in recognition of the extra costs of caring for people with cognitive impairment associated with dementia and other conditions.

A GP, geriatrician or nurse can do an assessment to determine whether you meet the criteria to get this supplement and we can submit the application on your behalf. This supplement will automatically go with you if you change providers.

Veterans Supplement - for Veterans with mental health problems:

This supplement provides additional funding for veterans with a mental health condition accepted by the Department of Veterans Affairs (DVA) as related to their service.

DVA determines a person's eligibility and advises Services Australia on your behalf. This supplement will automatically go with you if you change providers. Note: if you are eligible for both the Veterans and the Dementia and Cognition Supplements, you will only get the Veterans Supplement.

Enteral Feeding Supplement - for people with special feeding needs:

This supplement is for care recipients with a specified medical need for enteral feeding to help pay for specialised products and equipment .

As your provider, we must apply for this supplement on your behalf but if you change providers this supplement will not automatically go with you, and your new provider will need to re-apply.



**Supplemental
Payments**

Extra supplements cont'd

Oxygen Supplement - for people who need oxygen

This supplement is for care recipients with a specified medical need for the continual administration of oxygen and to help pay for specialised products and equipment. As your provider, we must apply for this supplement on your behalf but this supplement will not automatically go with you if you change providers. Your new provider will need to re-apply to ensure the payment continues.

Hardship supplement – for people in significant financial hardship

This supplement is available to recipients of home care in genuine financial hardship, who do not have income to pay their costs of aged care due to circumstances beyond their control. Consumers need to apply for this supplement themselves due to the personal details required for the assessment process. You can call the Services Australia customer line on: 1800 227 475.

Viability supplement - for people living in very remote areas

This supplement is paid to providers on behalf of consumers living in rural and remote areas, in recognition of the higher costs of delivering care and services in these areas.

We will supply your postcode details to Services Australia which automatically determines your eligibility for this supplement. Your eligibility may change if you move locations, and if you change providers, this supplement will reset once your postcode is submitted again.

As your health and care needs change over time, you may become eligible for a supplement, so we will work with you to review your care needs on a regular basis and ensure you are receiving all the additional payments available to you.

Please get in touch if you would like to discuss these supplements and we will support you to get the necessary documentation and assessments in place.



**Supplemental
Payments**

What happens if we don't drink enough water ?



While we all know drinking water is important for our health and wellbeing, what many of us forget, is that we lose around 2.5 litres of fluid a day just through our daily activities like sweating, urinating and breathing. Yet most of us don't drink enough water to make up for the amount we lose each day.

You may have heard that water makes up around 65% of adults bodies, but what you may not have known is just what happens in our bodies when we don't drink enough water.

Severe dehydration can lead to:

- . Increased joint pain
- . Increased heart rate
- . Heat related illnesses like heat stroke
- . Fatigue, dizziness and lightheadedness
- . Headaches, delirium, confusion and disorientation

In fact, not only can dehydration effect cognitive function, studies have shown it literally causes our brain to shrink!

On the flip side, maintaining balanced hydration levels keeps your joints cushioned and lubricated (a good tip for anyone with arthritis), regulates body temperature, carries important nutrients throughout our bodies and keeps everything moving.

And while water is one of the healthiest ways to hydrate your body, fruits and vegetables like cucumber, broccoli and strawberries are over 90% water and also provide valuable nutrients.

It's also important to remember that by the time you feel thirsty, your body is already dehydrated, so it can be helpful to set reminders.



Droplet – The smart mug that tackles dehydration in seniors

While you may already know the recommended daily intake of fluids for optimal wellbeing is around two litres for women and 2.6 litres for men (depending on age), keeping track of how much you consume throughout the day is no easy task. And with appetite and thirst diminishing as we get older, this means that even when your body is in need of fluids, you might not be aware of it.

In fact, a study from the University of California, found that up to 40% of elderly people may be chronically under-hydrated.

This is where the Droplet hydration reminder system can help... Droplet is a dementia-friendly hydration system, designed to help people who need extra support to drink more, by reminding them to stay hydrated.

Developed in partnership with over 100 healthcare professionals, including speech therapists and infection control nurses, it can significantly reduce the risk of dehydration and related infections and illnesses. During trials, Droplet increased the average daily fluid intake by 60%, encouraging people to drink over 500ml more fluid each day.

You simply attach the electronic smart base to the lightweight mug or tumbler to monitor your frequency of drinking, and the base illuminates to give you a visual reminder when it's time to take a drink. And if you forget, it gives you a nudge by playing a friendly, personalised voice reminder to stay hydrated!

See how it works here:

www.youtube.com/watch?v=9sK9i8tDU00

Droplet is available in Australia via this link:

www.tabtimer.com.au/droplet-kit



Campaign to support carers: Dementia Can Affect Us all

If you're caring for someone living with dementia, it's important to know that support is available if you need it, no matter what time of day or night.

To increase awareness about the help that's available, Dementia Support Australia (DSA) has released a hard-hitting and deliberately confronting campaign, to let carers know help is there when situations change, and to reach out before you reach your limit.

The "Dementia can affect us all" campaign has a special focus on the growing number of people living with dementia being cared for in their own homes, and the challenges for carers faced with different behavioural and psychological changes.

Watch the video here: https://www.youtube.com/watch?v=2mDGtZ_ER0g

For carers faced with accelerating behavioural and psychological changes, this can be the trigger point for feeling that they are not coping, says DSA Head of Dementia Professional Services - Marie Alford.

With up to 90 per cent of people living with dementia experiencing these often distressing symptoms at some point in their journey with the illness, Ms Alford says proactive engagement with DSA can reduce the risk of premature entry into hospital or residential aged care.

Referred to as BPSDs, the changes that many people living with dementia experience can include: aggression, delusions, disinhibitions, agitation, depression, vocalisations, and night-time behavioural disturbances. With a frequent trigger for these behaviours often being undiagnosed pain.

Dementia Support Australia is here to help you, and they can be contacted 24/7 on: 1800 699 799.



Meals on Wheels turns 70



For 70 years, Meals on Wheels has been a constant community-based support service across Australia delivering healthy nutritious meals to hundreds of thousands of people every week! Whilst there are lots of alternative meal delivery options these days, Meals on Wheels (MoW) is unique in many ways:

- . Meals are delivered by dedicated community volunteers
- . Volunteers receive training to monitor and observe any changes or issues for every customer, and report any concerns to their team leader
- . Meals are delivered hot, chilled or frozen, depending on your location, preference, and your particular MoW service provider
- . You can choose an entree, main meal and dessert, including multicultural cuisines and catering for special dietary requirements

The Meals on Wheels service network prides itself on being more than just a delivery service. Data from a recent MoW Social Report showed how their personalised, volunteer-based service can help reduce social isolation, improve health outcomes, reduce weight loss, and increase the well-being of vulnerable people living in their homes.

Many consumers receive Meals on Wheels as part of their home care package, especially if they live alone or are having difficulty planning and preparing a nourishing meal for themselves every day. Our assessment and care planning process will help to identify whether this type of service would be right for you.

You will need to pay a contribution toward the cost of the meal and your package can contribute to the preparation and delivery costs.

You can find a local provider in your area by using the postcode search on the National Meals on Wheels website:

<https://mealsonwheels.org.au/get-support/find-your-local-service/>

Or, simply get in touch with us and we can help to get this organised for you.



Can my package pay for: meals or food items?

Consumers sometimes ask whether their home care package funds can be used to pay for meals or food items, so here is some guidance from the Department of Health and Aged Care about this topic.

Importantly, and similar to any purchase being made using HCP funds, before we can include a meal service in your care plan, there must be an identified need for this service to be included. We will work with you to:

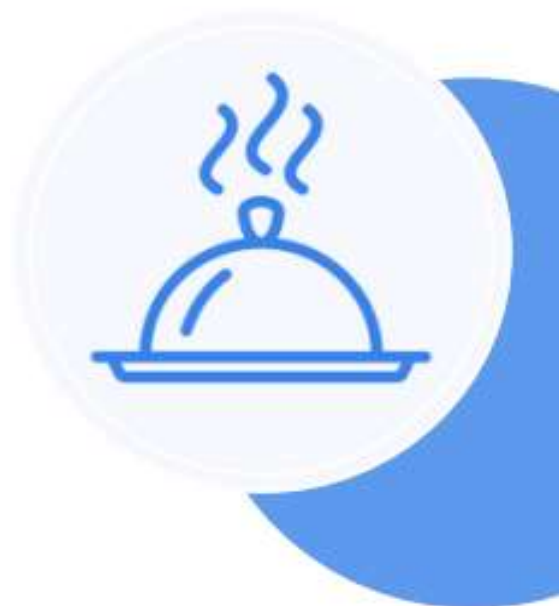
- . Conduct an assessment to identify any risks and issues which impact your ability to prepare healthy meals for yourself
- . Develop care plan goals that link your care needs with the provision of delivered meals, or in-home meal preparation
- . Refer you for a professional assessment (in some circumstances) for recommendations relating to the suitability of some foods, your nutritional requirements, modified texture diets or other medical-related needs.

The Department says the preparation and delivery of meals can be included, but the raw food component of those meals cannot be included, except in the case of enteral feeding. This means that you always need to pay for the ingredients used to make the meal.

Most providers have adopted a 70/30 ratio which they apply to each meal being purchased with package funds, whereby 70% of the cost is paid by the home care package and 30% is paid by the consumer. However, we will discuss how the payments are divided and how you will pay for your share, on an individual basis.

Food referred to as 'takeaway' is also an excluded item. 'Takeaway' food is generally defined as food you would buy from a restaurant or food outlet.

Please let us know if you'd like any further information or clarification about how food and meals can be included in your care plan and budget.



Free online events for carers!



May 14 – 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.

May 14 – Carer Gateway services and support

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

May 24 – National Gallery Australia – Art and dementia online

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

*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

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

Sudoku Answers:

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



To all our wonderful mothers and grandmothers.

This Month in History

May 5 1906 - The first electric trams begin operations in Melbourne, with the opening of a service from St Kilda to Brighton.

May 7 - 1908 Australia's first coat of arms is granted by King Edward VII.

May 10 - 1996 Prime Minister John Howard announces gun controls in the wake of the Port Arthur massacre.

May 14 - 1859 The Melbourne Football Club, Australia's oldest football club is founded.

May 14 - 1984 The one dollar coin is introduced in Australia.

May 17 - 1928 The Royal Flying Doctor Service of Australia makes its first official flight from Cloncurry to Julia Creek.

May 24 - 1870 Port Adelaide football club play their first match.



Find a Word

Name: _____ Date: _____

DIRECTIONS:
Find and circle the
vocabulary words
in the grid. Look
for them in all
directions including
backwards and
diagonally.

MERRY MONTH OF MAY Word Search



- BASEBALL
- BLOSSOM
- BUMBLEBEE
- BUTTERFLY
- CINCO DE MAYO
- FLOWERS



- GARDEN
- GEMINI
- GREEN
- LADYBUG
- LAWNMOWER
- MAYPOLE
- MEMORIAL DAY
- MOM
- MOTHER'S DAY
- PIÑATA
- PLANT
- SEEDS
- SPRING
- SUNSHINE
- TAURUS
- TEACHER

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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.*



Free coloring pages for kids at www.twinkl.com



*You are the best,
You're amazing, it's true,
Thank you for everything,
Happy Mother's Day to you!*

WishesPoems.com