



St Anna's Home Care

Newsletter

December 2024

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Scam Watch

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St Anna's Home Care Information

Office phone: (08) 7078 6382

Email: homecare@cubs.org.au

Address: 471 Regency Road, Prospect SA 5082

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

Merry
Christmas

St Anna's Home Care Staff would like to wish all clients, families and friends a Merry Christmas and Happy New Year filled with good health and happiness.



Sretan Božić

Καλά Χριστούγεννα

Buon Natale

Giáng sinh vui vẻ

щасливого Різдва

з калядамі

Frohe Weihnachten

Ve selé Vánoce

срећан Божић

Feliz Natal

Nollaig Chridheil

il-milied it-tajjeb

linksmų Kalėdų

St Anna's Home Care Client Christmas Lunch











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

Maria - 7 December

Ljerka - 10 December

Vira - 12 December

Helen - 20 December

Mary - 23 December

Bronwyn - 30 December



Recipe of the Month

Christmas Fudge



Ingredients:

- 2 $\frac{3}{4}$ chocolate Chips
- 1 can Sweetened Condensed Milk
- 4 Tablespoons Unsalted Butter (cubed)
- 2 Tablespoons Thickened Cream
- 1 teaspoon Pure Vanilla Extract
- $\frac{1}{4}$ teaspoon Salt
- 3 tablespoons Christmas Sprinkles

Method:

Line an 8 inch by 8 inch pan with baking paper, then grease with cooking spray. In a medium saucepan over medium heat, cook chocolate, milk, butter, cream, vanilla and salt, stirring constantly with a rubber spatula, until chocolate is melted and smooth, about 5 minutes. Pour into prepared pan.

Top with sprinkles. Refrigerate until set, at 2 hours and up to 1 day.

Run a sharp knife around edges of pan. Using paper overhand, lift out fudge and transfer to a cutting board. If fudge is difficult to remove, wait 5 minutes until it warms slightly and try again. Cut into small squares.

Croatian Sugar Cookies



Ingredients

300g flour (2 cups)
90g ground walnuts (or hazelnuts) 1 cup
90g icing sugar (3/4 cup)
200g butter (1 cup)
1 egg

Method:

In a bowl, add flour, ground walnuts and icing sugar. Add your egg and whisk with a fork. Add butter (room temperature) previously cut in small cubes to your bowl. Mix with your hands until everything is perfectly mixed and no flour crumbs remain. Wrap the dough and let it rest in the fridge for about an hour. Take a quarter of the dough and roll it like a sausage. Cut that dough into small bits, 1-inch large, ½ an inch thick. Roll each one of them between your hands. Shape them like a crescent.

Put the cookies on a baking tray with baking paper. Bake at 340 F (170C) for 8-10 minutes or until the bottom of the cookies is brown. Let them cool down for 10 minutes before sprinkling them with icing sugar.

Apple Pie Bars – Croatian Pita



Ingredients:

Dough:

- 400g flour (3 ¼ cups)
- 1 teaspoon baking powder
- 1 egg
- 100g sugar (1/2 cup)
- 150g butter (1/2 cup and 1 ¾ tablespoon)
- 1-2 tablespoon sour cream or milk (optional)
- 2 tablespoon dry bread crumbs

Filling:

- 10 medium apples
- 3 tablespoons sugar
- 1 teaspoon ground cinnamon

Method:

Dough: Combine flour, baking powder, egg, sugar and butter to make a dough. If the dough is too dry, add up to a tablespoon milk. Do not overwork the dough. Wrap it and cool in refrigerator for about 30 minutes.

Filling: Peel and grate apples. Mix with sugar and cinnamon. Adjust the sweetness to your taste.

Assemble: Divide the dough in half. Roll out the dough with a rolling pin on a floured surface. Press one half of the dough into the bottom of the baking pan and up the sides. Sprinkle with the dry bread crumbs and spoon in the apple filling. Cover with the top crust.

Bake at 170 C (340F) for about 45 minutes or until the crust is pale golden. Sprinkle with powdered sugar, cut into squares and serve.

How to spot a scam!

According to the Australian Government 'Be Connected' program, today's scams are becoming more and more sophisticated and are harder to detect. The more aware and alert we are, the less likely we are to fall victim to a scam.

The most common scams are **'impersonation scams'**

These are designed to look like they're from legitimate organisations that you know. They can appear to be from your bank, internet service provider, a government agency, a retailer, or even a scammer pretending to be a friend or family member!

Scammers use a range of methods to get in touch with you, including text messages, phone calls, emails, social media posts, and fake websites that look identical to official websites, so even people who don't use lots of modern technology are still quite vulnerable to scammers if they are not careful.

Look out for scare tactics:

Scammers use scare tactics to create a sense of urgency to get you to act. Here are some things they may say to catch your attention:

- . Unusual account activity has been detected
- . Unauthorised login attempts
- . Your account is blocked / locked
- . Your payment was declined
- . We're unable to validate your billing information

Common impersonation scams may relate to these types of topics:

- Unsuccessful parcel delivery attempt
- Tech support scams
- Toll road payment scam
- Bank impersonation scams
- Account suspension
- Fake investment scams

Being scammed can take a financial and emotional toll, so it's important to seek help and act quickly.

Talk to someone you trust or call the Be Connected helpline on: 1300 795 897.

Download the Little Black Book of Scams in 10 languages:

<https://www.accc.gov.au/about-us/publications/the-little-black-book-of-scam>



ScamWatch:

Top 10 Tips to protect yourself

- Beware of unsolicited calls. Let calls from phone numbers you don't recognise go to voicemail
 -
- Never tap on links in text messages or emails unless you are certain about the sender
 - Beware of emails or texts that use scare tactics
 -
- Stop and think before you provide personal or financial details over unsolicited communications. Ask yourself: could it be fake?
 -
- Don't trust a text message just because it appears in the same thread as other messages from an organisation you know. It could still be a scam message
 - If you're unsure about a message or call you've received, contact the organisation it claims to be from. Get in touch via their official website or secure app on your smartphone or tablet
 -
- Never provide your password, PIN, or one-time code to anyone over the phone, even if they claim to be from your bank or a government agency and they read out information about your account
 - Never log into your online accounts via a link in an email or text
 -
- Never follow instructions from an unsolicited caller who wants you to download an app or install software that provides them with access to your device
 -
- Before making a payment online, always check the website's URL (is it the official site?), look for unusual payment methods and poorly worded or missing information



QR Codes

QR codes are used to access information. We have the following QR codes available to clients and families.



St Anna's Website



St Anna's Facebook



St Anna's Instagram

Recommended Learning Information

Reflective Learnings

St Anna's staff participate in ongoing training for professional development.

This month carers have completed:

Documentation, Collaboration and Communication

Incontinence Associated Dermatitis



Toothbrush Care

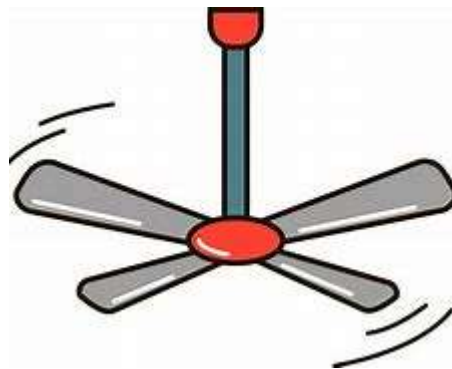
We all know we should be brushing our teeth twice per day but how often do you really need to change your toothbrush???

Most oral healthcare providers recommend changing your toothbrush **every three to four months**. This time frame can vary based on your type of toothbrush and your toothbrushing technique.



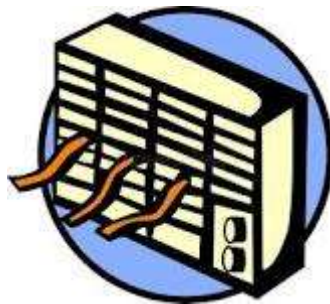
Ceiling Fans

If you have ceiling fans make sure to have a family member or friend change them from Winter setting to Summer setting.



Airconditioners

Have a family member or friend clean out the filters on your airconditioner .



Aged Care Standards

The Australian Government is set to implement strengthened Aged Care Quality Standards on 1 July 2025, coinciding with the introduction of a new Aged Care Act. These enhanced standards aim to elevate the quality and safety of aged care services across the nation.

Key Enhancements in the Strengthened Quality Standards:

1. **Person-Centred Care:** Emphasis on treating individuals with dignity and respect, ensuring their choices and preferences are central to care planning and delivery.
2. **Organisational Accountability:** Providers are required to establish robust governance frameworks to oversee the quality and safety of care services.
3. **Comprehensive Care and Services:** A holistic approach to care that addresses physical, emotional, and social well-being, tailored to each individual's needs.
4. **Safe Care Environments:** Ensuring that care settings are safe, clean, and comfortable, promoting a sense of security for residents.
5. **Clinical Care Excellence:** Delivering high-quality clinical care that is evidence-based and responsive to the health needs of individuals.
6. **Enhanced Food and Nutrition:** Providing nutritious and appetizing meals that cater to dietary requirements and enhance the dining experience.
7. **Community Engagement:** Fostering a sense of community within residential care settings to promote social connections and participation.

To support the transition to these new standards, the Aged Care Quality and Safety Commission has launched the "Stronger Standards, Better Aged Care Program." This initiative focuses on:

- Changing how the quality of aged care services is assessed.
- Building awareness and capability within the aged care sector.
- Simplifying processes and resources to ensure consistency and clarity.

The current standards will remain in effect until the new ones commence. Providers, workers, and consumers are encouraged to familiarize themselves with the upcoming changes to ensure a smooth transition and to continue delivering and receiving high-quality care.

For more detailed information and resources, please visit the Aged Care Quality and Safety Commission's official website.

Each month leading up to the implementation of the new standards, St Anna's will publish information about each standard. St Anna's will also continue to communicate changes, resources, information to you as it becomes available.

Getting help from an advocate

There are times in our lives when we may need the help of others to understand our rights, make decisions, understand complex issues and speak up about something important to us. This is known as advocacy, and it is a valuable service that all our consumers are encouraged to use if they need it.

If you're unable to self-advocate, your family members, case managers, friends and other support people can advocate for you. However, if you need more formal advocacy, the Older Persons Advocacy Network (OPAN) is there to help. OPAN is funded by the Australian government and provides a confidential and impartial person who can support you in a variety of situations by understanding your needs and representing your best interests.

Advocacy is somewhat different from making complaints, so it can be a good alternative to making a formal complaint via the Aged Care Quality & Safety Commission.

An aged care advocate can help with:

- . Understanding aged care services or fees
- . Getting the most from your services
- . Guardianship information
- . Knowing and understanding your rights
- . Speaking with your service provider at your direction
- . Resolving concerns or complaints with your aged care provider about the services you receive
- . Increasing your skills and knowledge to advocate for yourself
- . Concerns that you may not be treated respectfully, fairly, or appropriately

We always encourage consumers to raise concerns with us directly in the first instance, however we respect your right to contact OPAN for help and we will work closely with you and your advocate to resolve any issues you may have.

You can contact OPAN in your State or Territory by calling 1800 700 600. You can also order a free copy of their self-advocacy toolkit in 7 different languages via the link below:

<https://opan.org.au/information/self-advocacy-toolkit/>



Aged Care
Advocacy

7 Positive news websites to brighten your day

While staying up-to-date on current events can help you become more informed about things that matter to you, constant exposure to negative news stories can end up amplifying our own personal worries.

Back in the days when news was delivered in print, bad news came in smaller doses which allowed time to bounce back from its impact. But with news now being delivered 24/7, it can often make our world seem more than a little bleak. This is why we could all use a little good news to brighten our days!

Here are 7 news sites specifically designed to uplift and brighten your day:

SBS good news collection

<https://www.sbs.com.au/news/collection/good-news>

Mamamia

<https://www.mamamia.com.au/tag/good-news/>

The good news hub

<https://thegoodnewshub.com/>

Reasons to be cheerful

<https://reasonstobecheerful.world/>

Good News Network

<https://www.goodnewsnetwork.org/>

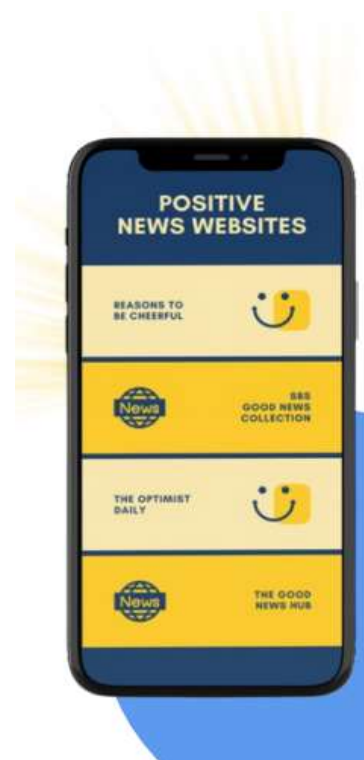
The optimist daily

<https://www.optimistdaily.com/>

Positive news

<https://www.positive.news/>

If you've been struggling with low mood or excessive worry, please get in touch with us so we can talk to you about access to mental health support.



Government reviews HCP costs and spending

The Department of Health & Aged Care has conducted multiple reviews of how home care packages are administered by hundreds of providers across Australia. The reviews have focused on: prices for care management & package management; transparency of provider pricing; unspent funds; and excluded items. The findings of these reviews have fundamentally changed the way the system works, with more changes expected as further reviews are completed.

The goal of these reviews is to ensure that consumers receive value for money, and to remove unfair costs from the system. The findings have helped all providers better understand how to implement the HCP program according to legislation, and the department has tightened up the way package funds are spent on consumers' health needs across the board.

You may have noticed some of these changes, which include:

- Capping of provider package management and care management charges
- More consistent prices and fees for care services
- Improved layout and accuracy of home care packages monthly statements
- More attention given to reducing unspent funds through better assessments
- More clarity around HCP spending inclusions and exclusions
- Better information shared with consumers and representatives about what to expect from their home care package.

All of these improvements are in place to improve care outcomes for older people receiving care at home.

We welcome the improved guidelines to help us be more consistent with our services and supports. If you have any questions about the Government Assurance Reviews, you can find the reports via the link below, or please ask us for assistance if you need to.

<https://www.health.gov.au/our-work/home-care-packages-program/about/program-assurance>



Gardening caps and cleaning caps removed

In September 2024, the government announced details of the new Support at Home program which will replace the home care packages program on 1 July 2025.

One of the most controversial features of the program was the introduction of a cap of 52 hours per year for cleaning services and 18 hours per year for gardening for all consumers.

This was met with considerable resistance from consumers, families, home care providers and peak bodies representing the interests and needs of older people. There were concerns that the caps could negatively impact many consumers who are unable to independently and safely maintain their homes and gardens without more support.

We are very pleased to advise you that the government has listened to the concerns about these caps and has decided to remove the caps altogether. Minister for Aged Care, Anika Wells, announced on 19 November 2024 that "capfree cleaning and gardening services will enable older Australians to live safely and comfortably in their own homes".

However, the removal of the cap does not mean that consumers can use their package funds to access as much gardening and cleaning as they like. The home care package guidelines state that cleaning and gardening services are designed to maintain a level of functional safety for the care recipient.

Whilst we are all celebrating that there is no government-imposed upper limit to these important service types, we are mindful that the department still requires providers to substantiate all package spending so it aligns with your assessed care needs and is detailed in your care plan and budget.



Can my package pay for: de-cluttering services?

Over a lifetime, we all accumulate many possessions and depending on a person's circumstances, personality and sometimes psychological disorders, it may be hard to limit what we collect, keep and discard over the years.

Some of our clients live in somewhat cluttered home environments which doesn't greatly impact them, but others have progressed to more of a hoarding situation.

It is not for us to say what is an appropriate amount of stuff you keep in your home, sheds or yard, but we are here to help and support you if it negatively impacts your life or the services you need to receive in your home.

And, if you have support workers who come to your home to assist you, we may need to become involved to ensure that the areas they work in are safe and meet acceptable workplace standards.

Signs of extreme clutter or hoarding disorder:

- . You or your loved ones have concerns about your living conditions but feel unable to improve them
- . You're overwhelmed and don't know where to start
- . It's difficult to access your home and it's affecting your health and safety
- . Your hoarding or clutter is putting you at risk of becoming homeless

If you're experiencing any of these signs, please talk to us and we can work compassionately to help improve your situation. There are professional declutter and hoarding specialists who can provide services and/or advice.

In these circumstances, your home care package can be used for one-off decluttering/cleaning to ensure your safety and to maintain safe access for support workers in the relevant areas of your home.



Cultural Events

There are many cultural events in the community, these are just a few in December.

Date	Event	Description
1 Dec	First Sunday of Advent	Christians celebrate Advent by lighting advent candles, displaying wreaths and hosting special ceremonies. Advent also anticipates the coming again to Earth of Jesus Christ.
8 Dec	Bodhi Day	Bodhi Day commemorates the day Buddha attained enlightenment under a Bodhi tree. It generally falls on the eighth day of the twelfth month of the lunisolar calendar. Mahayana Buddhists in China, Korea and Vietnam celebrate Lunar Bodhi day on the eighth day of the twelfth lunar month. In Japan, Bodhi Day follows the Gregorian calendar and is celebrated on 8 December every year.
17 Dec	Shahidi (Martyrdom) of Guru Tegh Bahadur	On this day in 1675, Guru Tegh Bahadur, the ninth Guru, sacrificed his life to defend the religious freedom of another faith. This was a significant event in Sikh history that profoundly impacted the future direction of Sikhism.
18 Dec	International Migrants Day	A United Nations observance that calls us to remember and honour the contribution of all migrants, their stories and cultures, to our multicultural nation.
25 Dec	Christmas Day	Christmas is the Christian celebration of the birth of Jesus and is celebrated by many in Australia regardless of religious

Date	Event	Description
		<p>affiliation. Christmas lights and trees are displayed, carols are sung, and individuals come together to exchange gifts and spend time with family and friends.</p>
<p>25 Dec – 1 Jan</p>	<p>Kwanzaa</p>	<p>This week-long celebration honours African and African-American cultures, culminating in a feast and gift-giving. It was first celebrated in 1966.</p>
<p>25 Dec - 2 Jan</p>	<p>Chanukah</p>	<p>Chanukah or Hanukkah commemorates the recapture and rededication by the Jewish people of the Jerusalem Temple. The festival lasts eight days and nights, with an additional candle lit each night to symbolise the miracle of the cruse of oil that lasted eight days.</p>
<p>31 Dec</p>	<p>New Year's Eve</p>	<p>This date commemorates the arrival of a new year following the Gregorian calendar. New Year's Eve is a time for communities, families and friends to celebrate the year past and the year to come.</p>



Free online events for carers!



Simply Mindful - Guided meditations and mindfulness - (on demand)

In partnership with Carers Australia, Simply Mindful have created a series of on demand mindfulness sessions for carers. The sessions cover managing anxiety, sleep, 'on the go' mindfulness and self-compassion.

January 17th - 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.

Carer Gateway services and supports - (on demand)

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

January 31st - Dementia and your caring role

This program runs over four sessions and provides an understanding of dementia and how to care for someone living with dementia.

*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

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



Sudoku Answers:

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



CHRISTMAS SCRAMBLER





UNSCRAMBLE THE WORDS BELOW.



1. ahrtew _____

2. tnigergse _____

3. rmyer _____

4. oftyrs _____

5. tayrp _____

6. ttosneaip _____

7. eretalcbe _____

8. soanse _____

9. maiyfl _____

10. ljoy _____

11. tipisr _____

12. tiotsemle _____

13. rete _____

14. hlaodyi _____

15. eeirerdn _____

16. cyinehm _____

17. elsve _____

18. aasnt _____

19. cngtkoiss _____

20. sdel _____







WWW.THRIFTYMMOMMASTIPS.COM

Crossword

NAME: _____

The North Pole Times

Christmas Crossword Puzzle

Santa's Famous Reindeer Team



HINT:

GO TO THE **REINDEER BARN** SECTION FOR CLUES.
www.NorthPoleTimes.com/ReindeerBarn/

Across

3. This beautiful reindeer can have a temper
4. This reindeer has the strongest hind legs of the team
7. This reindeer is known for bringing love everywhere he goes
8. This reindeer is so fast, he's named after a celestial body
9. First line in Jingle Bells was inspired by this reindeer

Down

1. This reindeer is probably the strongest of all
2. People often pronounce and spell his name wrong
5. The most famous reindeer of all - enough said!
6. This reindeer is a big fan of disco music

This Month in History

December 3 1854 - The **Eureka Stockade** takes place.

December 5 1924 - The first **Woolworths Supermarket** opens in the Imperial Arcade in Sydney

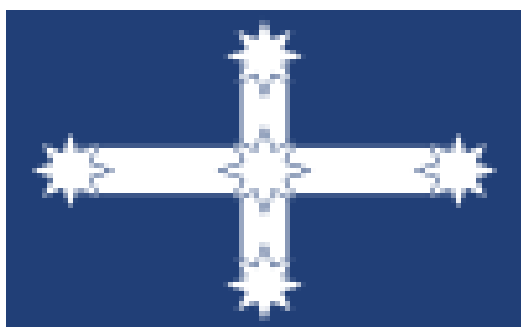
December 10 1895 - **Launceston Tasmania** becomes first city in Australia to have streets lit by electricity.

December 10 1934 - **Qantas** makes its first international flight from Darwin to Singapore.

December 11 1823 - **Richmond Bridge**, in Tasmania, was opened, it is the oldest bridge in Australia still in use.

December 15 1905 - Women in Queensland are given the **right to vote** in state elections.

December 24 1974 - **Cyclone Tracy** devastates the city of Darwin. The official death toll was 71.



Find a Word



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

HOLLY
ANGEL
BELLS
BOWS

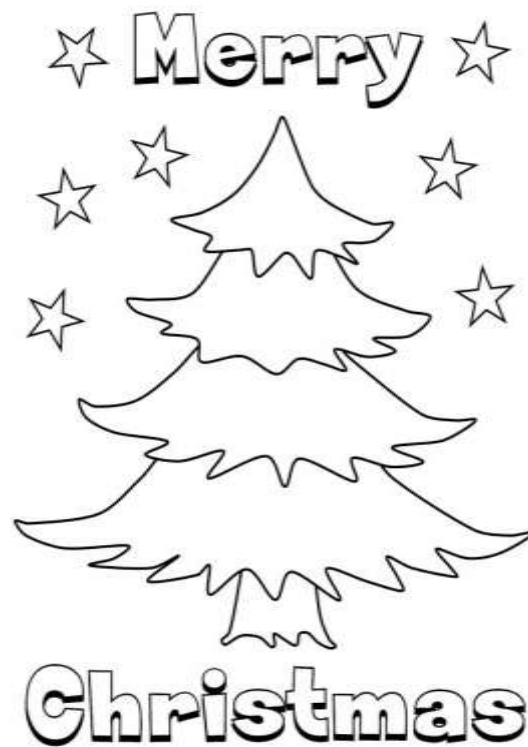
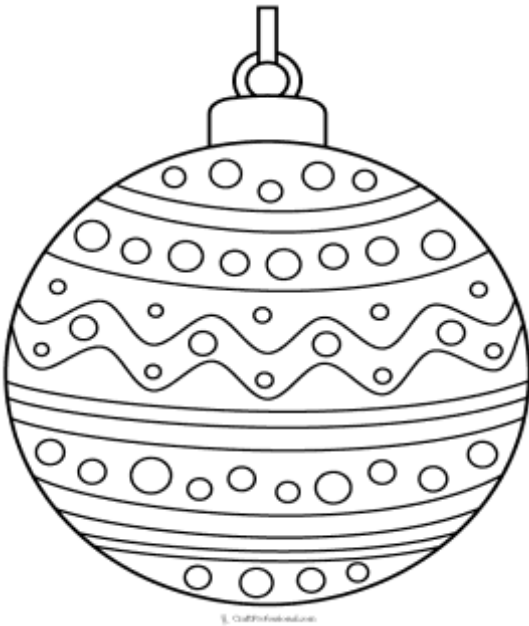
SANTA
BOX
HAT
NOEL

ELF
COOKIES
BOOTS
CHIMNEY

LIGHTS
SNOW
FAMILY
CANDY

GIFT
YULE
WISH

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.



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