

St Anna's Home Care

Newsletter

February 2025

What's Inside! Birthdays Recipe's Elder Abuse Understanding pressure sores Cultural Events Sudoku Code Puzzles Find a word Colouring





St Anna's Home Care Information

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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 February, we hope you enjoy your special day.

Janice - 4 February Zora - 16 February Madalenna - 18 February Hao - 20 February

Kylie - 16 February





Recipe of the Month Tuscan chicken tray bake



Ingredients:

2tsp dried oregano leaves
2tsp finely grated lemon rind
½ tsp dried chilli flakes
4 chicken breast fillets skin off
2 large zucchini thickly sliced
250g cherry tomotoes
400g can cannellini beans, rinsed, drained
2 tsp extra virgin olive oil
125 ml (1/2 cup) salt reduced chicken stock
1 bunch asparagus
60g baby rocket
1 tbsp balsamic vinegar

Method:

Step 1. Preheat oven to 200C.

Step 2. Combine oregno, lemon rind and chilli. Sprinkle evenly over chicken. Season. Heat a large non stick frying pan over high heat and lightly spray with oil. Cook chicken for 1-2 minutes each side or until browned.

Step3. Arrange zucchini, tomotoes and beans in a large baking dish. Drizzle over oil. Add chicken and stock. Roast for 15 minutes. Add asparagus. Roast for 5 minutes or until veg is tender and chicken is cooked through.

Step 4. Top with rocket then drizzle over balsamic vinegar to serve.



Your Voice Matters: Highlights from St Anna's Annual Consumer Survey

Your Voice Matters: Highlights from St Anna's Annual Consumer Survey

At St Anna's Home Care, we deeply value the feedback of our consumers, their families, and carers. In December 2024, we conducted our **Annual Consumer Survey**, gathering insights from **32 respondents** to help us understand what we're doing well and where we can improve.

Listening, Learning, and Growing

We are thrilled to share that **96% of respondents strongly agree** that our care workers treat them with **dignity and respect**, and **88% appreciate their punctuality**. It's heartening to know that the dedication of our team is making a positive impact.

Additionally, **92% of consumers** feel that our care workers receive the right information to meet their needs, and **84% have confidence in our services**—a testament to the trust we strive to build every day.

Where We Can Do Better

While the feedback has been overwhelmingly positive, we recognize there are areas where we can improve. Some of the key areas for enhancement include:

✓ Cleaning Services – Some consumers mentioned that more attention to detail, particularly in dusting and thoroughness, would be appreciated.

✓ Consistency of Care – Building trust is important, and we understand that seeing familiar faces among care staff makes a difference.

✓ Communication with Home Care Coordinators – A few respondents were unsure of who their coordinator was, highlighting the need for clearer introductions and ongoing contact.

✓ Language & Cultural Needs – We've heard the request for more Croatian-speaking staff and will explore ways to make our services even more inclusive.

Looking Ahead: What's Next?

We are taking your feedback seriously and implementing several key improvements, including:

Strengthening communication between consumers and Home Care Coordinators.

Reviewing scheduling to improve visit duration and consistency of care workers.

Enhancing cleaning service training to ensure higher standards.

Providing more information about the upcoming 2025 Home Care Program changes to keep consumers informed and prepared.

Have Your Say!

80% of respondents expressed interest in participating in surveys, workshops, and advisory groups and we couldn't be happier! If you'd like to be part of shaping the future of St Anna's Home Care, let us know how you'd like to get involved.

Thank you to everyone who took the time to complete the survey. Your feedback is invaluable in helping us continue to provide **compassionate**, high-quality care that meets your needs.

Contact us at 08 7078 6382. We're here to listen!



An update from St Anna's Home Care

22 incidents reported through IMS

1 compliment from consumer regarding satisfaction with support worker.

0 complaints received

We appreciate all opportunities for feedback to help us improve and we love hearing about your experiences so please let us know if you have any!

Staff education is important to make sure we are continually developing to provide quality care and support. In January, all staff completed training in the following: Trauma Informed Care Strengthened Aged Care Standards 1-3 Dignity and Respect

Our Home Care Coordinator and Nurses fielded 3264 phone calls during January representing 63 hours 40 minutes of communication with consumers!

A note on care plans and care management.

Your care plan is an important document that is completed and provided to you and/or your representative within 14 days of you entering St Anna's. This document looks like this;

Inside you will find all about you and the supports you would like and need to keep you safe, independent, happy and healthy.

It is important that you are familiar with its contents and let us know if you have any questions, concerns or want something changed because this document is what your support workers refer to when providing your care.

If you have misplaced, lost or wish to have another copy sent to you – please let us know. You can also access your care plan on the Lookout mobile app.

Your Home Care Coordinator will review your acre plan with you every 6 months to make sure it is appropriate and effective.



Care management is an important part of your Home Care Package services.

• **Care Management** tasks are directly related to your health, well-being, and individual care planning, such as assessing needs, coordinating care with health professionals, and ensuring services are culturally appropriate.

We have recently taken steps to itemise care management activities in monthly statements to provide more transparency regarding when these activities are conducted for consumers, so you know what is carried out in relation to your care management fees.

Care management activities can vary depending on the needs of the care recipient, but here are some practical examples to illustrate what care management may look like:

Regularly Assessing Needs, Goals, and Preferences

- Conducting a phone or in-person review with the care recipient to identify changes in their mobility or cognitive health.
- Gathering feedback from the recipient or their representative about their satisfaction with services provided.

Reviewing the Home Care Agreement and Care Plan

- Updating the care plan after a hospital admission to include physiotherapy or meal delivery services.
- Discussing care priorities during scheduled reviews and amending agreements as needed.

Ensuring Care and Services Are Aligned with Other Supports

- Coordinating with a hospital social worker to plan post-discharge care.
- Discussing a care recipient's home equipment needs with an occupational therapist.

Partnering with the Care Recipient and Representatives

- Organizing a meeting with the care recipient and their family to discuss and prioritize their care needs.
- Sharing updates about progress or changes in care services with the care recipient's representative.

Ensuring Care and Services Are Culturally Safe

- Engaging an interpreter to ensure the care recipient can fully understand their care plan.
- Referring the recipient to culturally appropriate meal or activity providers.



Identifying and Addressing Risks

- Noticing during a home visit that the care recipient is not eating well and coordinating a dietitian's visit.
- Reporting a loose carpet causing a trip hazard and organizing repairs through maintenance services.

Referral to an Aged Care Assessment Organisation

- Referring the care recipient to My Aged Care for a reassessment if their care needs have escalated.
- Assisting with the completion of forms required for reassessment.

Case Conferencing with Treating Health Professionals

- Hosting a conference call with the care recipient's GP and physiotherapist to align treatment goals after surgery.
- Working with a nurse and pharmacist to address issues with medication management.

Supporting Timely and Appropriate Referrals

- Referring the care recipient to a podiatrist after noticing foot care issues.
- Connecting the care recipient with a community group to reduce social isolation.

Ongoing Monitoring and Advocacy

- Checking in regularly to monitor whether new services, like meal delivery or cleaning, are meeting the care recipient's expectations.
- Advocating for faster service delivery timelines when equipment or aids are delayed.

Kind regards, Rebecca Foster Home Care Manager / Registered Nurse



Can my package pay for: verandah or decking repairs?

We often receive enquiries from consumers regarding using home care package funds to cover home maintenance expenses. Concerns about verandahs with cracked or slippery tiles, as well as rotten timber decking boards, posts, or handrails, can pose safety risks and hinder a person's safe access to and from their home. We will ensure that such risks are documented in your client assessment and work with you to plan the best way to mitigate the risk.

In some circumstances, package funds may be used to finance repairs or replacements for specific sections of the timber, tiles, or railings directly at the point of home access. However, it's highly unlikely that the package can be used to repair or replace the entire verandah, tiled surfaces, railings or posts, etc.

The Department of Health & Aged Care advises that providers are required to maintain the home and garden in a condition of functional safety and provide an adequate level of security. Nevertheless, HCP funds are not intended to be used for home modifications or capital items that are unrelated to the person's ageing-related care needs, as these are considered excluded items.

Some consumers may have enough unspent funds to cover the entire job or are willing to forgo some services to accumulate sufficient funding for it. However, the Department has emphasised to providers that merely having enough available funds to cover the entire cost is not a sufficient reason to utilise government funds in this manner.

More extensive home maintenance services requiring a tradesperson are generally the responsibility of the homeowner. These expenses fall under general living expenses that all Australians are expected to cover throughout their lives, regardless of age. Even with a recommendation from an Occupational Therapist, there are still limitations on what the package itself can cover.

Please let us know if you have concerns about safety risks at your place and we can make some plans together.





Did you know Veterans can be supported with two programs as they age?

Did you know that eligible veterans can receive a home care package and Veterans' Home Care at the same time?

The Department of Veterans' Affairs supports Australian Defence Force veterans and war widows/widowers with low care needs to access a range of services as they age.

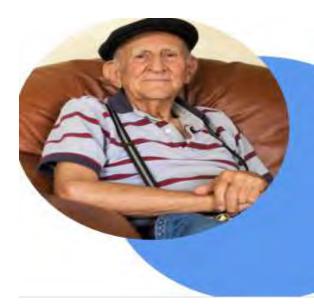
The Veterans' Home Care program includes services such as domestic assistance, personal care, home and garden maintenance, respite care, community nursing, home modifications, other allied health services and rehabilitation appliances.

Older veterans or war widows/widowers holding a Gold Card or White Card can access both a Home Care Package and Veterans' Home Care at the same time if there is no duplication of services. For example, if you already access garden maintenance in your Home Care Package, you cannot access garden maintenance through Veterans' Home Care.

There is even a special Veterans' Supplement available to boost the home care package subsidy for veterans with a mental health condition related to their service in the Defence Force.

Please chat to us if you are a Veteran or war widow/widower.We can help you work out a way to spread your services across the two programs to give you the best possible combination of care and support to remain safe and well at home.

For more information you can call the Veterans' Home Care assessment agency on 1300 550 450.





Talking photo albums for reminiscence therapy

From weddings to anniversaries and everything in-between, we all have our favourite moments that we enjoy looking back on.

And while reflecting on events from the past can bring comfort and joy to us, reminiscing can also provide opportunities for people with dementia to participate in social interactions, even when they might find it difficult to talk.

It's well known that reminiscence therapy can have a positive impact on the lives of people living with dementia, and one product that's making reminiscing easier and more delightful than ever is a talking photo album.

Complete with a built-in microphone, this talking photo album allows you to record a personalised voice message on each page to help stimulate memories and encourage meaningful engagement.

With over 2-hours recording time across 20 pages, it can even be used to create a life story book by organising important events in chronological order. Plus you can re-record as many times as you want!

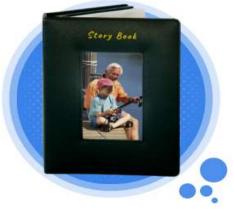
Comforting and engaging, some of the other features include: A hard front cover with the ability to insert a favourite photo and individual play/stop buttons allowing you to add voice messages or music to your photos

So if reminiscence therapy sounds like something that could benefit you or someone you know, visit the website below:

dementiashop.com.au/products/talking-photo-album

For tips on creating a life story for someone living with dementia, including a free template, visit the link below:

https://www.dementiauk.org/information-andsupport/living-with-dementia/creatinga-life-story/





Let's talk about: Elder Abuse

There's no easy way to begin the conversation about elder abuse and most of us find this topic very difficult to even think about. But the reality is that instances of elder abuse do happen in families and communities and it is something the Australian Government want to raise awareness about so we can protect older people from harm.

The Australian Institute of Family Studies (AIFS) defines elder abuse as "a single or repeated act or failure to act, including threats, that results in harm or distress to an older person. This occurs where there is an expectation of trust and/or where there is a power imbalance between the party responsible and the older person".

Research shows that elder abuse can start small and may not be immediately recognised. Perpetrators can be family members, friends, professionals or paid caregivers. It's important to raise awareness about what constitutes elder abuse to protect older people, help them recognise potential vulnerabilities, and encourage others to be mindful of their actions and behaviour.

Some older people may need support and encouragement to maintain their independence, understand their rights, control their finances and stay connected socially. All of these activities can help protect the person from becoming vulnerable to certain types of abuse.

Those involved in the care of older people should educate themselves about elder abuse to avoid harmful actions and behaviours (whether intentional or unintentional) and instead focus on upholding the rights of those they care for.

Home care providers are obligated to follow-up and report suspected elder abuse and we take any reports very seriously. Please get in touch if you wish to discuss any concerns that you have about yourself, or others.

The following page describes the different types of elder abuse that may occur in the lives of older people in Australia.

1 in 6 people in Australia experienced elder abuse in the past year



As difficult as it is to think about this, we encourage you to read the following examples and think about whether any of these might apply to you:

Financial abuse can include:

- . taking control of your finances against your wishes
- . forcing or tricking you to sign documents
- . stealing jewellery, money and food
- . borrowing money without repaying it

Psychological abuse can include:

- . embarrassing you
- . preventing you from making your own decisions
- . threatening to hurt you or your pets
- . preventing contact with your family and friends

Neglect can include:

- . not providing you with food, clean clothing, heating or medicines
- . preventing you from getting medical treatments and aid
- . not assisting with your personal care and hygiene needs

Physical abuse can include:

- . hurting you on purpose
- . misuse of medicines
- . locking you in a room

Sexual abuse can include:

- . watching sexually explicit material around you without your consent
- . speaking about sexual activities, making you feel uncomfortable or
- . threatened
- . rough or inappropriate touching and rape

We can help you get the support and information you need, or you can get free and confidential advice by calling the National Elder Abuse Phoneline on: 1800 353 374.

Learn more about how to prevent elder abuse:

https://www.compass.info/elder-abuse/preventing/ steps-i-can-take-for-me



Simple solutions for vision loss

Take a moment to think about how much we rely on our ability to read! Whether it's reading the product information at the supermarket or pharmacy, catching up on news & events in the newspaper or a magazine, or just the simple pleasure of sitting down with a good book – reading is something we so often take for granted.

According to Vision Australia, two-thirds of people with vision loss are aged over 65. Fortunately there are plenty of affordable and helpful products available to maintain independence in your everyday reading activities.

A handheld magnifier with inbuilt LED light is simple to use, lightweight and portable. These low-cost products can make a huge difference when you need to read small amounts of written text either at home or when you're out and about.

Even more simple is the A4-sized scratchresistant magnifying sheet. This super lowcost item is perfect for reading books, magazines, newspapers and especially our newsletters!

Please let us know if you'd like to explore some low-cost solutions to reduce the impact of your age-related vision loss.

We will work with you to find suitable assistive technology to limit the negative impact of vision loss on your day-to-day life.

Explore more portable magnifier options:

https://shop.visionaustralia.org/ magnifiers/ portable-magnifier.html







Understanding pressure sores

A pressure sore, also known as a bed sore or pressure ulcer, is a painful wound that affects the skin and the tissue beneath it. Our skin becomes thinner and weaker as we age, making injuries take longer to heal, so being alert to the risks and symptoms is important for all our consumers.

If you sit in a chair/recliner or lie in a bed a lot, pressure sores can quickly form over bony areas such as hips, knees, tailbone (sacrum) & heels, and are more likely to develop in people who are undernourished or experiencing incontinence.

Look out for warning signs, such as:

- . Red, purple or blue torn or swollen skin, especially over bony areas
- . Signs of infection, such as skin warmth, swelling, cracks, calluses, wrinkles and odour

. Signs of dry skin, oedema, variations in skin colour, bruising, inflammation, scratch marks, jaundice, swelling, breaks, ulcers, lesions or rashes

Minimise the risks:

- . Stay active, stand up, walk around and continue to do what you can for yourself, as long as you can do it safely
- . Move around and change your sitting or lying position as frequently as possible. Even small changes make a difference
- . Participate in necessary assessments and follow professional recommendations for personal care services, products and assistive equipment

What to do next:

If you, your family members or support workers notice any warning signs, don't delay in taking action, as urgent specialised medical care is required. Keeping us informed about issues like this means we can work closely with you and the clinical professionals involved to ensure you get quality care, services and products as quickly as possible



Cultural Events

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

Date	Event	Description
6 Feb	Waitangi Day	The national day of New Zealand is the anniversary of the initial signing of the Treaty of Waitangi.
12 Feb	Makha Bucha (Magha Puja)	Makha Bucha is a Buddhist Festival celebrated in Cambodia, Laos, Thailand and Myanmar on the full moon day of the third lunar month.
12 Feb	Lantern Festival (Yuanxiao Festival)	The Chinese Lantern Festival is held on the 15th day of the first lunar month, two weeks after Chinese New Year. It marks the first full moon of the new lunar year and the end of the Chinese New Year (Spring Festival) period.
13 Feb	Anniversary of the Apology to members of the Stolen Generations	On 13 February 2008, the Australian Parliament made a formal apology to members of the Stolen Generation.
15 Feb	Nirvana Day (Parinirvana Day)	Nirvana Day is an annual Buddhist festival that remembers the death of the Buddha when he reached Nirvana at the age of 80.
20 Feb	World Day of Justice	World Day of Justice aims to promote justice issues across the globe. It includes efforts to tackle poverty exclusion and unemployment. It also aims to foster solidarity in pursuit of social development and justice within and among nations.



21 Feb	International Mother Language Day	The United Nations' International Mother Language Day celebrates linguistic and cultural diversity.
24 Feb – 2 Mar	Masnytsia/Maslenitsa	Masnytsia/Maslenitsa is an Eastern Slavic religious and folk festival. It has roots in the Slavic pagan tradition of bidding farewell to winter. It is widely celebrated in various Eastern Slavic communities during the last week before Great Lent.
26 Feb	Maha Shivaratri	Maha Shivaratri is a festival honouring the Hindu god, Lord Shiva.
27 Feb – 29 Mar	Ramadan	Ramadan is the most auspicious month in the Islamic Calendar. It is the month the first verses of the Qur'an were revealed to the Prophet Muhammad. During Ramadan, Muslims around the world fast from sunrise to sunset. This date is confirmed by religious authorities closer to the date.
28 Feb – 2 Mar	Lhosar (Tibetan New Year)	Lhosar is a festival in Tibetan Buddhism, celebrated on various dates depending on location (Tibet, Bhutan, Nepal and India). It is a new year's festival, celebrated on the first day of the lunisolar Tibetan calendar. This corresponds to a date in February or March in the Gregorian calendar.









Free online events for carers!



February 25th - What will the new Aged Care Act mean for consumers and their families?

With the new Aged Care Act coming into effect on 1 July 2025, OPAN's panel of experts will be providing information and insight into the changes, and how they will effect older people and their families.

February 25th - How to navigate My Aged Care

My Aged Care includes a wide range of services that are 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 us to find out what's available.

Feb 27th - 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. You'll receive a free copy of the Caring through crisis: Disaster planning handbook, and a template to create your own emergency care plan.

February 28th - 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.

March 17th - The importance of planning ahead for the future

Planning for the future can be challenging for carers, many of whom avoid thinking about future needs for themselves and the person they care for, until they are in crisis. This session provides an overview of the legal, medical, financial and other practical considerations in planning for the future as well as a free handbook with tools and resources.

**Need help getting online? The Good Things Foundation can help: <u>https://goodthingsaustralia.org/learn/</u>



This Month in History

February 1 2004 - the first Ghan passenger train across Australia from Adelaide to Darwin sets off on its three-day journey.

February 10 1973 - Australia's first legal casino, the Wrest Point Casino, opens in Hobart, Tasmania

February 14 1792 - The colony's first shop opens at Sydney Cove

February 16 1983 - The Ash Wednesday bushfires in Victoria and South Australia claim the lives of 71 people in Australia's worst ever fires.

February 20 1962 - Perth becomes known as the City of Light when astronaut John Glenn passes over the city and thousands of external lights are switched on to greet him.

February 21 1906 - The Bondi Beach surg lifesaving club is established, becoming the first club of its type in the world.

February 23 1987 - First mobile phone call made in Australia



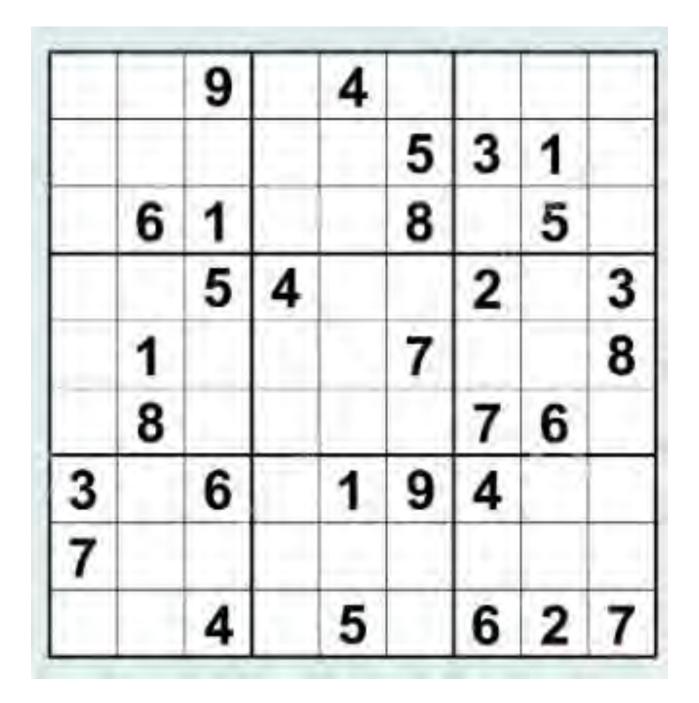






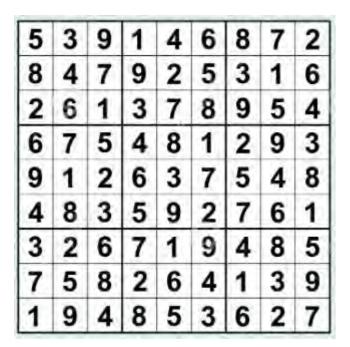


Sudoku





Sudoku Answers:









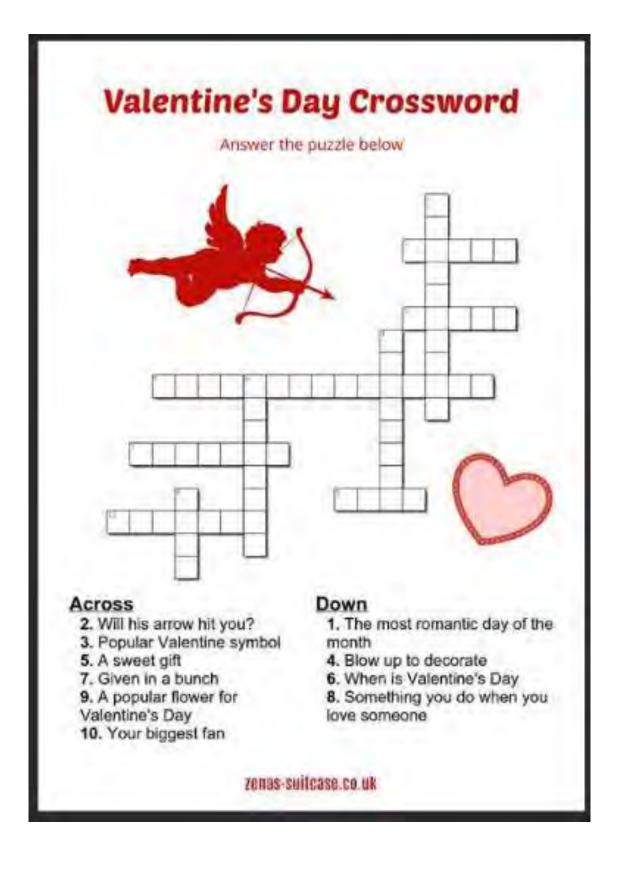
Valentines Day

Valentine's Day, also called Saint Valentine's Day or the Feast of Saint Valentine is celebrated annually on February 14. It originated as a Christian feast day honoring a martyr named Valentine, and through later folk traditions it has also become a significant cultural, religious and commercial celebration of romance and love in many regions of the world.





Crossword





Find a Word





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.

