

HOME CARE IN

SALVOS HOME CARE NEWS

SUMMER | 2021-2022

Action



Aged Care



Welcome to the Summer Edition

We are delighted to announce that our Community Care portfolio will be known as **Salvos Home Care** in 2022 and includes all of our existing services.

Whilst the pandemic is still in the news, in this edition there is information about Improved Payment Arrangements announced by the Department of Health. We also share a festive recipe and spotlight a new staff member.

On behalf of The Salvation Army Aged Care, we wish you a safe and happy Christmas and remain here to support you as needed.

Major Steven O'Neill's Devotional

As I sit down to write the devotional for this issue of Home Care in Action it is already early November. Reading through my friends' posts on social media, one has already started the countdown to Christmas.

It was a very different Christmas in 2020, I trust for Christmas 2021 we will be enjoying more freedoms as the vaccination rates around Australia continue to climb.

Personally, I love Christmas, happy memories spent with my parents, brother and sisters, that sense of excitement of waiting for the big day. Also, something of that same sense of wonder as we approached Christmas with our own children growing from babies, toddlers, childhood and the teen years until they leave home. Whenever it was possible, they came back for Christmas as a family.

Yes, there is excitement on Christmas Day of gifts, food, family and friends. But as much a part of Christmas is the preparation, the lead-up, writing and sending cards,

decorating the house and setting up the tree. These are things that we can all look forward to even if we don't have family or friends close by.

I trust as you begin your Christmas preparations this year you will think back to that first Christmas, to the birth of the Christ Child. In a humble setting, the King of Glory came as a baby, his home a stable, his first bed an animal feed trough.

His early followers, wrote, ¹⁰***But the angel said to them, "Do not be afraid. I bring you good news that will cause great joy for all the people. "Today in the town of David a Saviour has been born to you; he is the Messiah, the Lord. ¹²This will be a sign to you: You will find a baby wrapped in cloths and lying in a manger."***
Luke 2:10-12 NIV.

Now here is news worth getting excited about. God bless you and those you love this Christmas.

Steven O'Neill (Major)
Mission and Chaplaincy Manager

Staying Connected During the Holidays

Salvos Home Care offices will also remain operational, except on public holidays and our on-call and after-hours service will be available throughout the festive period.

For our Home Care Package clients, your services will remain operational and continue as usual during the holidays. One of our Home Care representatives will get in touch with Home Care Package clients if their services fall on a public holiday to ask whether they would like the scheduled service to remain or to be moved to a non-public holiday date. Please speak with your Care Coordinator for further details.



Our Commonwealth Home Support Programs (“CHSP”) will not operate during public holidays unless our clients indicate they wish for the services to proceed and agree to the associated public holiday rates. We will be in contact

with our CHSP clients to discuss services during the festive period.

In the event of an emergency, our clients should always call **000** (triple zero).

Emergency Preparedness



Whether it is bushfires, floods, cyclones or prolonged drought, The Salvation Army understands that disasters have a devastating impact on communities and individuals.

You can create an emergency preparedness kit which may

include a torch, water, cash, non-perishable food items, medical supplies, toiletries, a first aid kit, a battery powered radio and batteries, pet essentials, protective clothing, copies of your important documents – all of which you should store in a safe place.

Everyone is encouraged to discuss emergency preparation with their Care Coordinator, family members, neighbours, friends, and people who may be less independent and need more support.

Public service announcements may air on your local news stations but in emergencies, **000** (triple zero) is the number to call for an ambulance, police or fire services.

The Salvation Army Disasters Assistance team is also available to help those affected after a disaster in any State or Territory across the country.

Home is Where the Heart is

Whilst it has been a difficult period for many people living in the context of the COVID-19 pandemic, and under conditions that few would have experienced in their lifetime, The Salvation Army Aged Care has much to be thankful for despite this.

Recently, we asked some of our clients, residents and staff members from across Australia to share some of the things that they appreciate in short videos with us, which we are pleased to now share with you.



Thank you for supporting our work in the community and The Salvation Army Aged Care during this time.

We are grateful for our staff members who promote a unique

experience of choice, lifestyle and belonging for all people as they age, and for those we care for and support, too.

Video Link: <https://www.youtube.com/watch?v=3WJPxXPmBX8w>

A COVID-19 Vaccination Update



Safe. Effective. Free.

COVID-19 Boosters

As you may be aware, the Australian Government has announced that COVID-19 boosters are now available for people who have completed their primary course (two doses) of a COVID-19 vaccination more than six months ago, in conjunction with recommendations by the Therapeutic Goods Administration ("TGA") and the Australian Technical Advisory Group on Immunisation ("ATAGI").

Whilst COVID-19 boosters are not mandated, the Commonwealth Government has announced the availability of booster shots for essential workers, and we are encouraging our team members to register for a booster when it's applicable to them.

Please be advised that, according to the Department of Health, people who have had two doses of a COVID-19 vaccine are fully vaccinated and therefore well protected against serious illness, hospitalisation or death from COVID-19. The Department states that a booster dose will boost a person's immune response and provide an additional layer of protection to them and others.

Additional Doses of COVID-19

The Department of Health advises that a booster vaccination is different to a third dose. ATAGI has recommended only people who are severely immunocompromised should receive a third dose as part of their primary course.

If someone has been assessed by a GP as requiring a third dose because they are severely immunocompromised, they should receive a third dose as soon as

possible. At this writing, ATAGI has not issued advice on whether people who require a third dose will need a booster.



Mandatory Vaccination Requirements

The COVID-19 vaccination is now mandatory for Home Care workers in all States and Territories, and **100%** of our staff working in the States and Territories we operate in have now had either one or both doses of the vaccine. This means that no matter where you live, you can be confident your Home Care worker is fully vaccinated or scheduled to have their second dose.

In the News: Improved Payment Arrangements



Australian Government

From 1 September 2021, changes were implemented by the Australian Government to the way providers of Home Care Packages are paid. As extracted from the Department of Health's website:

"These changes provide care recipients with a clearer picture of their home care package and unspent funds. Providers are now paid only for the care, services and goods they actually deliver each month to care recipients.

This means that, the maximum amount of the Home Care Package funds go towards supporting older Australians to remain in their own homes for as long as possible. Any unspent funds are held by Services Australia in a home care account for each care recipient until needed.

These changes do not affect care recipients' subsidy entitlements or the total funds they have available to fund care, services and goods."

The letter sent by the Department to all home care recipients and their representatives with the Care Recipient Fact Sheet enclosed is due to be received in early November 2021.

The Care Recipient and Self-Managed Care Recipient Fact Sheet is also available on the Department's website to help care recipients understand the changes to how their providers will be paid for their Home Care package. There is also a video available to provide an overview of Improved Payment Arrangements.

Sources: Extracted information from the Department's website: <https://www.health.gov.au/health-topics/aged-care/aged-care-reforms-and-reviews/improved-payment-arrangements-for-home-care>

Fact sheet and video: <https://www.health.gov.au/resources/collections/improved-payment-arrangements-ipa-for-care-recipients>

Lamington Wreath with Berry Cream



Ingredients

500g frozen or fresh strawberries
2/3 cup caster sugar
1 tsp vanilla bean paste
2 cups thickened cream
26 lamington fingers
Punnet of small fresh strawberries

Method

Place 500g of strawberries and 1/2 cup sugar in a large saucepan over medium heat. Cook, crushing strawberries with a wooden spoon,

for 10 minutes until sugar has dissolved. Bring to a boil. Reduce heat to medium-low. Simmer for 10 minutes or until mixture is syrupy.

Remove from heat. Strain syrup mixture through a fine sieve into a jug. Discard solids. Wash and dry pan. Return syrup to pan. Stir in vanilla bean paste. Bring to a simmer over medium heat. Simmer for 12 minutes or until slightly thickened. Remove from heat. Set aside to cool completely.

Using an electric mixer, beat cream and remaining sugar until just-firm peaks form. Add 1/3 cup strawberry syrup to cream. Fold through to create a rippled effect.

Carefully spoon cream mixture into a large snap-lock bag. Snip 2 cm off one corner. Pipe a 23 cm ring on a

flat serving plate to form the base. This ring will secure the lamingtons to the plate.

Pipe a little cream mixture onto 1 face of 1 lamington. Place lamington on its side on cream ring to start assembling the wreath. Pipe a little cream onto 1 face of the next lamington. Place in front of lamington on place and sandwich together. Repeat process with remaining lamingtons and cream mixture to form the wreath.

Using the picture as a guide keep some strawberries from the punnet whole, cut a few in half and hull and finely dice the remaining strawberries. Top the wreath with the whole, halved and diced strawberries. Spoon over remaining syrup mixture. Serve immediately.

Self-Care During the Summer



People over the age of 75 are some of the most at-risk groups of people during a heatwave. Those with a chronic condition, including cancer, heart disease and diabetes, are also at greater risk, as well as people with an acute illness such as an infection with a fever, and people who are taking certain prescription medicines (talk to your GP about this).

Even if the above doesn't apply to you, a heatwave can affect your health quickly and unexpectedly. The main risks of a heatwave are:

- Dehydration
- Overheating
- Heat exhaustion and heatstroke.

How to Keep Cool During a Heatwave

- Drink a lot of water and avoid alcohol, tea, and coffee
- Light-coloured, loose-fitting clothing, preferably made from natural fibres like cotton or linen is best to wear. Avoid clothes made from synthetic fabrics
- If going outside, wear sunglasses, a wide-brimmed hat that shades your face and neck and apply sunscreen
- On very hot days, avoid being outdoors between 11am and 5pm

- If you use a wheelchair, walker, or any other metal equipment, keep it in the shade as it can quickly become hot to touch and could cause a burn
- At home, put wet towels or cool packs on your arms or neck or put your feet in cool water
- If you don't have air-conditioning, visit a cool place like a library, shopping centre or cinema
- Figure out which room in your house is the coolest (this will often be on the ground floor on the south side)
- Use your stove and oven as little as possible
- Keep an eye on the weather forecast.

Where to Seek Help

If you become unwell, contact your doctor or go to the nearest hospital emergency department. If you think your symptoms are serious, call triple zero and ask for an ambulance immediately

During extremely hot days, please let us know if you would like additional services scheduled to assist with shopping or running errands, so that you can minimise your time in the heat

If you're not at risk yourself, help others - visit or phone friends, family and neighbours who are more vulnerable.

Sources:

<https://www.healthdirect.gov.au/blog/how-to-handle-the-heatwave>

<https://www.health.gov.au/health-topics/emergency-health-management/heatwave-health-tips-and-information>

Infection Prevention and Control Competency Survey

In October this year, The Salvation Army Aged Care conducted the QPS Benchmarking Home Care Staff Competency - Infection Control. The competency tests were conducted online, where employees were provided with a web-based link to the QPS competency test to directly capture their results.

Based on the overall score for each question, five major strengths and opportunities for improvement were identified to show where our staff members are performing well and also the areas in which we can improve so that we can continue to deliver safe and effective care and support to our clients in the community.

We are very pleased overall with the level of knowledge and understanding of our staff around Infection Prevention and Control practices.

Christmas Closures

Burrangiri Aged Care Respite Centre is closed from 24 December 2021 and reopens on 4 January 2022.

Healthlink is closed from 22 December 2021 and reopens on 11 January 2022.

Staff Spotlight: Neha Sharma – Care Coordinator



How did you come to work for The Salvation Army Aged Care?

I am an Enrolled Nurse with over seven years of experience in the aged and community care sectors. I wanted to continue to grow and expand my experience and knowledge which I have been implementing over the years.

I've worked in Aged Care, and in hospitals, and my recent job was with a major service provider where I was Acting Centre Manager handling service delivery for clients

sitting under various government funded programs and private funding. In the past, I worked on the delivery sides of this sector and now I am organizing these services, and it's rewarding.

What inspired you to work in the Aged Care sector and what are some of your most rewarding experiences with The Salvation Army Aged Care so far?

People share their life experiences with me in the time I spend with them. I feel accomplished, as well, to know that I have helped people to my best capability. At the moment, I'm working with few people who are on the verge of homelessness, and they are still at risk so I'm organizing their support. They see me as their go-to person and the rapport I have built, I feel that's rewarding.

The values of The Salvation Army resonate with me; that it's a

faith-based organisation, and it's people-centred. We work around our clients; we're not running a business model. So that's what I like about The Salvation Army Aged Care; we think about people, and we care about people.

What do you like to do in your spare time?

I like to spend time with my family. I have a growing family so finding that balance between work and family is what I enjoy the most.

What advice could you give to people who are working in your role within The Salvation Army Aged Care or who aspire to work in your role?

The Salvation Army Aged Care is a great place to work. There's lots of learning, the team is wonderful, and there's always a go-to person. You're not by yourself - there's a good team.



Christmas Message

Christmas should be a joyous occasion, but unexpected circumstances can make it a stressful and anxious time. Whether you need supplies for the Christmas period, someone to share Christmas with or prayer support, the Salvos are here for you. We also welcome you to attend a Salvation Army Christmas carols service, Christmas Day service or other event near you.

You can call 13 SALVOS (13 72 58) or visit The Salvation Army's website to find out more:

<https://www.salvationarmy.org.au/christmas/need-help-this-christmas/>