

HOME CARE IN

COMMUNITY CARE NEWS

SPRING | 2021

Action



Aged Care

Welcome to the Spring edition

We are pleased to share the Spring edition of Home Care in Action with you, our quarterly newsletter aimed at delivering practical and useful information to help you in your home and to keep you updated on issues related to in-home care.

In our Spring edition, we have included information about our

customer survey results which we are pleased to report exceed those of industry. We also outline some examples of what you can spend your Home Care Package on, and the relevant changes to Home Care Package payments.

As the pandemic continues to impact people across the country,

there is an update on COVID-19 for our clients.

Taking care of yourself is always important, so we've shared a few self-care strategies and a spring recipe with you too. We look forward to sharing future editions of our newsletter with you and wish you well over these coming months.

Devotional from Major Cheryl Kinder

Spring has arrived and as I walked into my office today, I was greeted by birds singing so loudly. The trees outside were filled with Rainbow Lorikeets having a lovely time. It's as if they had all said, "Hey, let's gather together in this tree today." They sounded so happy that I couldn't help but smile and think of times that I have been able to gather with others and talk and laugh and yes, even sing.

Unfortunately for many of us, we still can't gather which is bringing challenges and feelings that often overwhelm us. These are difficult days where we realise how

important it is to have contact and connection with others, to share conversation, meet over a coffee or a meal - all things we love to do but for now we need to wait with patience and hope. For now, we may not be together physically but that doesn't mean we can't be connected and find times of joy.

What brings a smile to your face? Is it reading a good book or listening to the birds sing? Or maybe even watching TV or receiving a phone call from someone special. All these things and more help us to find joy and not feel so alone.



God promises that even in difficult times He is with us and He certainly won't leave you now.

"Be strong and courageous. Do not be afraid or terrified because of them, for the Lord your God goes with you; he will never leave you nor forsake you."

Deuteronomy 31:6

COVID-19 Update

Our Home Care Services in Northern NSW, Sydney, and Melbourne, were recently audited by the Australian Quality and Safety Commission, to assess our COVID-19 management systems and processes. We are very pleased to say that there were no issues identified through this audit, and we were commended on the systems we have implemented to keep our community safe.

As the COVID-19 pandemic continues to affect us, and we move in and out of lockdowns and restrictions, we strongly encourage all our clients and their families to take the opportunity to be vaccinated after speaking to their General Practitioner to decide whether the vaccination is suitable for them.

The Department of Health has a dedicated COVID-19 webpage for [home care workers and](#)



[clients](#) and another page for residents of Australia's [general community](#) with responses to Frequently Asked Questions, and information in multiple languages. The vaccine can be accessed through your General Practitioner, or through a local vaccination

hub. Contact the COVID-19 vaccine helpline on 1800 020 080 to find one nearby. Our staff can assist our clients in making an appointment and can also accompany clients to this appointment if needed.

COVID-19 Vaccinations for Home Care Workers



Safe. Effective. Free.

Whilst it is currently not mandatory for home care staff across Australia to be vaccinated we are pleased by the number who have taken advantage of access to the vaccine.

The Salvation Army Aged Care is encouraging its home care staff members to be vaccinated against COVID-19 and in alignment with

Governmental directives. So that our staff members feel supported in this regard.

The Salvation Army Aged Care has the following in place:

- Regular education around the importance of vaccination and support to make an informed decision in conjunction with advice from a General Practitioner as required
- Support to make COVID-19 vaccination appointment bookings

- A half day of paid leave to attend a COVID-19 vaccination appointment
- Prizes to teams with a high percentage of vaccination rates and morning or afternoon teas in recognition of this as appropriate within the COVID-19 rules and restrictions.

As a registered Home Care Provider, we are now required to monitor the number of staff who have been vaccinated, and to upload this onto the My Aged Care website.

What Can I Spend my Home Care Package on?

The Commonwealth Home Care Package Program provides funds to eligible older Australians to assist them to remain living at home for as long as possible. We are required to follow the very strict guidelines associated with the program and are audited by the Aged Care Quality and Safety Commission to ensure we adhere to these.

The funds can be used on a range of services and goods, providing they have been identified in a Care Plan as necessary to achieve your goals. Your Care Coordinator will discuss with you how best the funds can be used for your individual circumstance and will suggest things for you to consider.

Examples of how funds can be used include:

- Services such as house cleaning, transport to appointments, shopping, assistance with meals, personal care, medication assistance, massage or gardening
- Home modifications to ensure your safety such as installing a ramp or handrails or modifying a bathroom

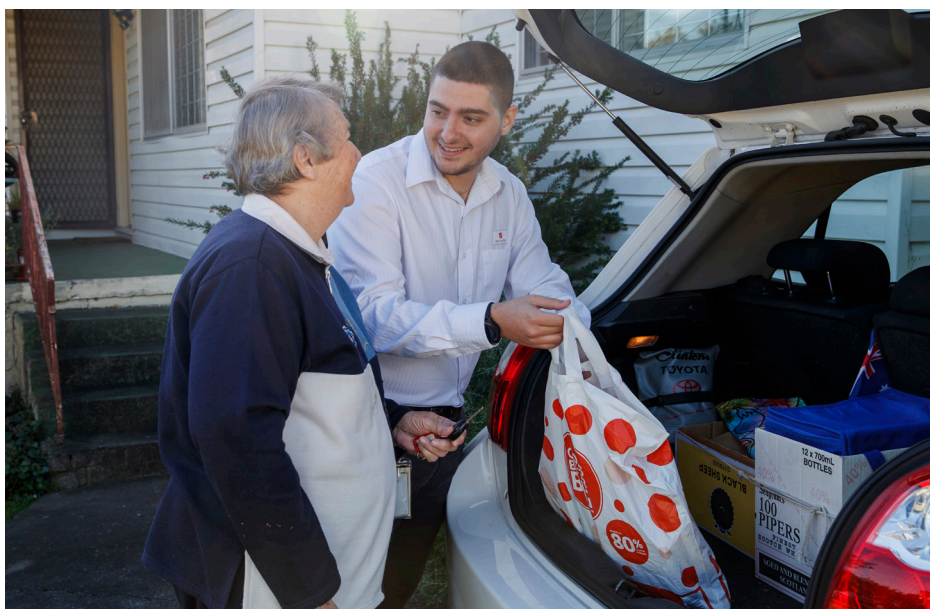


- Items to assist you such as a walking frame or stick, bed rails, scooter, recliner chair. In most cases, we need to have the recommendation from an Occupational Therapist or Physiotherapist for these items.

Funds cannot be used on items that are considered normal household items as these are excluded in the Guidelines.

Examples of what the funds cannot be used for include:

- Payment of household bills such as those related to gas, electricity, and phone
- Purchase of a car or petrol, or the maintenance of a car
- Purchase of food except as part of enteral feeding requirements
- Costs associated with the internet or subscriptions to entertainment platforms
- The cost of home modifications or major items that are not directly related to care recipient needs.



The above are just a few examples of how funds can and cannot be used. Occasionally, there are exceptional circumstances, and we will always seek guidance from My Aged Care if we need clarification, however we must abide by the Program Guidelines.

If at any stage you are unhappy about the decision to decline a request, please feel free to speak with the Manager of the service.

Home Care Package Payment Changes



Australian Government

On the 1st September, the Department of Health is introducing a new payment system for Home Care Packages. The new system will allow us, as your service provider, to only

claim funding based on services we supply to you. Any residual funds related to the package allocated to you, depending on your designated level of dependency, i.e., Level 1 to Level 4 will be held by the Department. You will still have access to the full subsidy, and any unspent funds you have accumulated up until now, will still be yours to use on approved services.

Part of our professional support to you is to implement services that help you remain at home as independently as possible for the longest time possible. To achieve that objective and to deliver the best services possible we will always try to plan your care utilising all the funds that the programme has provided. This will not be at any greater expense to yourself than you are currently incurring.

Customer Survey Results

Thank you to all those clients, family members and carers who recently completed our annual Customer Experience survey, and for your invaluable feedback. Pleasingly, our average satisfaction score of 91.6% exceeds the industry benchmark score of 88.97%. We know there are things we can improve on, but your feedback, on the whole, is incredibly encouraging for our teams.

A recent market research report tells us that our clients look for

caring staff, consistency and reliability, trustworthiness, and quality. The Salvation Army Aged Care's Community Care team strive to deliver on all of these, so that you get what you need to remain in your own homes.

Through the survey, we have received some suggestions that we aim to incorporate into this, and future newsletters.

Support
Reputation Quality
Trustworthy **Caring** Respect
Reliability Piece of mind
Consistency

Aged Care Employee Day

Aged Care Employee Day is a national day in Australia celebrated annually on 7 August to acknowledge the more than 360,000 aged care staff who are involved with caring for the 1.3 million older Australians receiving home care or residential care services.

According to Leading Aged Care Services ("LASA"), this includes nurses and care workers, allied

health professionals, hospitality teams, drivers, cleaners, volunteers, lifestyle officers, administration staff and many, many others.

This year, the Salvos received a shout out on Channel 7's Weekend Sunrise TV show for the work that The Salvation Army and The Salvation Army Aged Care do in caring for all Australians. Our staff members also received

over 500 messages of support from our clients, residents and their representatives. Thank you for caring!



**Aged Care
Employee Day**

Thanks for caring

Taking Care of You



Many of us are feeling the effects of prolonged lockdowns, and the tough restrictions that prevent us from doing all the things we like to do. This may make us feel isolated and sad. You might be noticing some of the following:

- Physical exhaustion, where you feel tired most of the time and may even feel as though you are not able to complete tasks to the same standard you once did
- Changes in appetite, either eating for comfort or losing your appetite all together
- Changes in sleeping patterns
- Frequent headaches and tension
- Loss of motivation
- Feeling helpless
- Social withdrawal.

If you are feeling any of the above, some strategies that might be useful include:

1. Eating a balanced and healthy diet – eating well allows your body to access the nutrients it needs to function well
2. Physical activity releases chemicals in your brain that make you feel happier – if you are able, go for a short walk, or do some gentle exercises in your home
3. Try and get enough sleep – having a warm cup of hot chocolate or herbal tea before bed may help
4. Reduce your intake of caffeine and other stimulants or depressants – this will help your physical health and your mood.

If at any time you need someone to talk to or would like a visit from one of our staff members if even for a chat or a cuppa, please reach out to your Care Coordinator – we are here to help and support you.

Spring Chicken in a Pot



Casseroles aren't just for winter – this light, vibrant one-pot is packed with spring vegetables and herby pesto.

Preparation time: **20 min**

Cooking time: **45 min**

Ingredients

- 1 tbsp olive oil
- 1 onion, chopped
- 500g boneless, skinless chicken thigh
- 300g small new potato
- 425ml low-salt vegetable stock
- 350g broccoli, cut into small florets
- 350g spring green, shredded
- 140g peas, fresh or frozen
- bunch spring onion, sliced
- 2 tbsp pesto

Method

1. Heat the oil in a large, pan. Add the onion, gently fry for 5 mins until softened, add the chicken, then fry until lightly coloured. Add the potatoes, stock and plenty of freshly ground black pepper, then bring to the boil. Cover, then simmer for 30 mins until the potatoes are tender and the chicken is cooked. Can be frozen at this point
2. Add the broccoli, spring greens, peas and spring onions, stir well, then return to the boil. Cover, then cook for 5 mins more, stir in the pesto and heat through.

Client Spotlight: Carol Nelson

Carol Nelson is a Community Care client of The Salvation Army Aged Care whose Care Coordinator assists her at home by arranging housework and shopping services. "She is just such a wonderful lady and I have been blessed to have her as my Coordinator," Carol says.

"In the beginning, I did deal with two other organisations and they gave me a list of agencies that I could phone myself." After using various services to assist with her shopping and house cleaning, Carol decided to instead call The Salvation Army Aged Care when she was told of them by a friend who was very happy with their support.

Some time ago, Carol was living in an unsafe environment and needed new accommodation, but she didn't have the money to move. She was doing her shopping at the same place she had been for years and an officer of The Salvation Army walked past her, so she stopped and told him of her situation. "He helped me. He told me what to do. I don't believe in coincidence," she says. "I believe in God-incidents."

"He and his wife came by to see if everything had worked out well, and they offered to say a prayer in my new home for me," Carol explains. She then read about a Sunday service held by The Salvation Army in a brochure and decided to attend to say thank you. One thing led to another and Carol became a Salvation

Army soldier, a Christian person who has undertaken a specific covenant (or promise) regarding lifestyle and beliefs.

"I started doing street ministry, and I just loved it," she explains. "Street ministry involves standing there with a bucket to collect donations, but we are also there for more than that. People have problems; they will come up to you, because they trust The Salvation Army and we are able to assist them. We can also pray with them or for them while we are there, and a lot of people appreciate that. It's not just about collecting money. We're disciples of the Lord. That's what The Salvation Army do - we go out, we help people and that's what it's about."

Carol copes during the pandemic because she relies on her faith in the Lord and doing the right thing. "The Lord gives us the strength," she says. "He gives us common sense. If we put those things into practice, we will cope through the pandemic. That is how I cope. I stay home, I do the right thing. But I'm not alone. I have Him in my life and He helps me through it. We will all get through this if we do the right thing."

"I have no fault at all with my home care services now," Carol explains of her Care Coordinator who has been informative from the beginning. "My coordinator organises the companies that come in and she explains it all to me. I appreciate the way that she keeps me informed and up to date



on any changes or anything like that. She also always rings up to make sure that whoever did come out, I'm happy with them. I really am grateful."

In Carol's Care Coordinators' own words: "I have worked with Carol since the start of the year as a client however was in touch with her from May the previous year as I assisted her in navigating how to access and register for My Aged Care services.

I walked her through the process and when she moved homes to be closer to her family we commenced home services. We have also since arranged an occupational therapist home visit recently who has recommended various equipment and aids to be purchased through her Home Care Package to keep her safe and well living at home.

Carol has been an absolute delight to work with, and it has been a bonus knowing that she is a Salvation Army soldier and a strong woman of prayer."