

HOME CARE IN

COMMUNITY CARE NEWS

WINTER | 2021

Action



Aged Care

Message from the National Director



Our Community Care services form an integral part of The Salvation Army Aged Care in that we support you to continue living in your own homes for as long as you choose to. These services work in alignment with our purpose as an organisation which promotes a unique experience of choice, lifestyle and belonging for all people as they age.

I'm so proud of the passion and dedication shown by our staff members in embodying the mission, vision and values of The Salvation Army for you, our clients, living throughout Australia and would like to take this opportunity to wish you all the best over the coming Winter months.

Stephen Macliver

Devotional from our Mission and Chaplaincy Manager



We are rapidly approaching the halfway point of the year. I'm sure this year has not been all we have hoped. We thought we would have COVID-19 behind us and may

have by now been living in some semblance of normal. Sadly, as the recent experience in Victoria demonstrates, we don't have the impacts of the pandemic behind us. Yet, I think we can also look back with some sense of achievement that those things we put in place as a nation, individually and as an aged care provider have had good success in limiting the impact.

I would like to say thank you to everyone. Your cooperation with, at times, rapidly changing restrictions. The adaptation to online means of communicating

and new ways of staying in touch. To further improve communication we have introduced this newsletter. I trust you find it beneficial. John in writing his Gospel shares the Word of Jesus ***"I have told you these things, so that in me you may have peace. In this world you will have trouble. But take heart! I have overcome the world."*** John 16:33 (New International Version). Meanwhile, the year rushes on. God bless you.

Steven O'Neill (Major)

Message from the General Manager, Community Care



On behalf of The Salvation Army Aged Care, I would like to welcome you to the first of what will be a quarterly newsletter. Our aim is

to deliver practical and useful information to help you in your home and to keep you updated on issues related to in-home care. In our inaugural Winter edition, we have included information tailored to the cooler months such as how to stay warm and avoid slips, trips and falls. There is also information on our seasonal services which you can speak in further detail about with your Care Coordinator. If you're not currently a Community

Care client at The Salvation Army Aged Care, we have included information on how to choose a home care provider. Should you be interested in our services, please feel encouraged to speak to our client services team.

I look forward to sharing future editions of our newsletter with you and wish you well over these coming winter months.

Fiona Sanders

Cold Weather Safety for Older Adults

Like most of us, we all feel the cold during winter, but for older people, cold winters can affect your health. Older adults can lose body heat faster than younger people, and changes in the body that come with ageing can make it harder for older people to be aware of the cold. Outlined below are some tips on how you can stay warm during the winter months.

Tips on Staying Warm

- To save on heating bills, close vents and rooms by shutting the doors if you are not using them. Consider using draught stoppers in front of doors if you notice cold air comes in underneath them.
- Keep your blinds and curtains closed when not at home to ensure that you're keeping the heat inside. If you have gaps around the windows, try using weather stripping to keep the cold air out.
- Stay active by getting up and walking around if you can as this helps generate body heat to keep you warm.
- Dress warmly on cold days even if you are staying in the house. Throw a blanket over your legs and wear socks and slippers. When outside, dress warmly and layer your clothes if possible. Wear a hat, gloves, scarf and a wind proof jacket if you have one.
- If your clothes get wet, try and change these as soon as possible.
- When sleeping, wear long underwear under your pyjamas, use extra covers and a cap or hat.
- If you don't eat well, you might have less fat under your skin so make sure you eat a balanced diet to keep up your weight. Body fat helps you to stay warm and hot drinks, warming soups and stews will assist too.
- Consider having someone check on you more often to make sure you are OK and keeping warm.
- As always, we are here to help you so please speak with your Care Coordinator if you have any concerns, and with your doctor if you are unwell.



In the News



Australian Government

Payment Arrangements for Home Care

The Australian Government is changing the way Home Care Package Providers are paid. From 1 September 2021, providers will only be paid for actual services delivered, rather than receiving the whole subsidy.

This means that Services Australia will create an “account” for every Home Care Package client, and any unspent portion of the monthly subsidy will be paid into this account and be held by them, rather than held by the provider which is the case currently. Your monthly statement will look a little different, but we will ensure that all the necessary information is included and is easy to understand.

Winter Services

As we are heading into the cooler months, it might be timely to review the services you are receiving through your Home Care Package.

In addition to your regular services such as cleaning, transport and assistance with showering, we can organise a Home Care worker to come to your house and play a game of Scrabble, Monopoly or a game of cards if you prefer. We can also help you prepare a

Budget Announcement

We acknowledge that the Federal Government have announced an additional \$7.7 billion for Home Care in the budget, with around \$6 billion of this to fund an additional 80,000 Home Care Packages over the next 2 years. The demand for packages continues to grow as older Australians choose to remain in their own homes as they age, for as long as possible.



myagedcare

Home Care Package Expenditure

Each month we receive requests to purchase items that are listed as exclusions in the Home Care Package Program Guidelines. Unfortunately, we cannot reimburse any expenditure that has not been pre-approved by your Care Coordinator and is not listed in your care plan.

Infection Control

With the flu season upon us, we encourage all older Australians to consider receiving the flu vaccination. Whilst not mandatory for Aged Care workers in all States and Territories, the majority of our staff have received their vaccination, to ensure we minimise the risk to our vulnerable clients. Our rigid approach to managing risk during the COVID-19 pandemic has seen all of our staff undergo Infection Control education and training, which is mandatory for our teams across the country. We maintain good infection control practices – hand hygiene, cough etiquette, wearing of PPE where required, cleaning of equipment, staff and client screening – and adhere to any Legislative Directives as these are announced by relevant State and Territory Public Health Authorities.

For information about the COVID-19 vaccine, please visit:
<https://www.health.gov.au/initiatives-and-programs/COVID-19-vaccines>

meal or two for these cold winter nights. Our Home Care workers can go out and do your shopping or assist you to order your food online if you'd prefer not to brave the cold.

Our staff can also accompany you to your appointments and pick up your prescriptions. Of course, these are only some of the services that may be available to you, so please call your Care Coordinator to find out more.



Choosing a Home Care Provider

Many Australians are unaware of the support the government offers and how to find the right home care provider so that they can remain living in the homes and communities they love. We've included some points to consider if you are looking for home care services:

1. List what you need in terms of your help and care such as the type of care staff, when you'd like support and which services would benefit you.
2. Find out what's available nearby – identify providers in your area by calling My Aged Care on **1800 200 422** or by using the search function on the My Aged Care website.
3. Compare providers – interview your potential providers and enquire about their administration fees, entry and exit fees, and how they handle communication, or how often the provider will speak with you and manage your feedback, and relationships in terms of how regularly your care plan will be reviewed. Staff training



requirements are also important. For example, at The Salvation Army, all Care Coordinators have Tertiary Qualifications and all Care staff possess a minimum of a Certificate III.

If you are switching providers, agree on a date to switch to your new provider and notify your old provider of this. Make sure your initial provider confirms how much unspent home care funds you have and make sure this is transferred to your new care provider. Give a referral code to your new

provider. This is on a letter sent to you by My Aged Care. Your new provider needs this code to make sure the subsidy is paid to them; you can't switch providers without this. If you don't know your referral code, call My Aged Care on **1800 200 422**.

For further information about choosing a home care provider, you can visit our website <https://agedcare.salvos.org.au/community-care/> or speak with one of our Care Coordinators on **1300 111 227.**

5 Winter Footcare Tips from our Podiatrist

Moisturise: Dry winter air draws the moisture out of your skin resulting in cracks and even sores. Make sure to moisturise well after a shower by massaging Sorbolene cream into the skin.

Dry between the toes: Feet may end up feeling cold and damp after a walk in the rain without water-resistant boots. Dry your feet thoroughly to avoid growth of bacteria and fungi especially between the toes.

Exercise the feet: any sort of muscle movement in the lower leg will promote blood flow to the area and increase warmth in the peripheries.

Keep nails trimmed: Reduce cracking and splitting of long nails by seeing a podiatrist on a regular basis.

Appropriate footwear: For winter, invest in shoes with a deep wide toe box to accommodate a thicker woollen sock, a rigid dense rubber



sole to insulate your feet from the cold ground and laces or Velcro to stop any sliding forward into the end of the shoe.

Indoor Exercises for Winter

Safe and simple exercise which you can do indoors, can be a big key to reducing the risk of chronic health conditions, improving your mood and improving your strength, balance and flexibility. Here are some suggested guidelines for indoor exercise during the winter months:

- Schedule movement into your day. You could aim for two 10 minute sessions or 20-30 minutes each day, ideally aiming for about 2.5 hours of moderate intensity exercise each week.
- Practice moving from sitting to standing slowly without using your arms for support. Begin with 5 repetitions about 3 times each day. If this is difficult, start on a higher chair and gradually progress to a lower chair.
- Walk up and down your hallway to improve endurance. Swing your arms, stamp your feet and sing.
- Stand with your feet close together, or on one leg for 10-30 seconds, to help your balance. You can place a fingertip on a wall to help you get started.



- Dance to your favourite music. Invite a friend if you're having fun (of course observe physical distancing).
- Find resources at a library – for example, exercise videos that focus on low impact exercises.
- For the computer savvy, you could join a virtual fitness class such as Tai Chi. It can be a great way to connect with others.

- To improve strength, use free weights such as dumbbells or cans from your pantry, or resistance bands.

If you have heart disease, a history of falls, vertigo or a chronic health condition please get advice from your health care provider about the types and amount of activity that is best for you.

Preventing Slips, Trips and Falls

Did you know that for older people living in the community, around 50% of falls occur at home or in the immediate home surrounds? With the cold and wet weather that comes as winter approaches, the risk of trips, slips and falls increases. There are some simple things you can do to minimise or prevent the risk of a fall, and these include:

- Wearing well fitted shoes with non-slip soles.
- Making sure your home is free from clutter.
- Making sure the paths and stairs to your home are free of debris such as leaves, and ensuring they are not wet and slippery.
- Using your walking aids when outside the home in particular.
- Slowing down – take your time, watch where you place your feet, and don't hurry.

Your Care Coordinator can discuss ways we might be able to assist you, to ensure your home and surrounds are safe.

Reference: www.safetyandquality.gov.au/
Australian Commission on Safety and Quality in Health Care

Staff Spotlight: Ashley Carrington



Please introduce yourself. Can you tell us a little bit about who you are?

My name is Ashley Carrington and I am The Salvation Army Aged Care's ACT Home Care Coordinator. I have worked for The Salvation Army for 3 years, and in this role for 9 months. I was previously the Day Centre's Coordinator at Burrangiri Aged Care Respite Centre in Rivett, ACT.

What do you like to do in your spare time?

In my spare time, I enjoy spending time with my daughter, Charlotte. I also enjoy furthering my education with nursing and Dementia study, and I'm studying a business diploma part time.

What do you enjoy most about your role with The Salvation Army Aged Care?

I love working for The Salvation Army as it is a great organisation that really strives to assist all members of the Community. I'm enjoying my role as ACT Home Care Coordinator as I am able to go out into the community and assist people to stay in their homes for longer with the correct services and support in place.

What feedback have you received about The Salvation Army's Community Care services in the ACT?

I try my best to match up my clients with a staff member who I think will be best suited to them. So far, I've had fantastic feedback, from personal care to domestic assistance, to social support. One of our staff members just took a gentleman for his COVID-19 vaccine. I think that's really important to have control over your home care services in terms of who comes to your home and when they come.

Warming Winter Minestrone Soup

Ingredients

1 tbsp. olive oil
150g chopped bacon
1 onion, finely diced
2 garlic cloves, crushed
1 stick of celery, diced
1 carrot, diced
1 zucchini, diced
1 potato, diced
2 400g tins of chopped tomatoes
2 cups chicken stock
2 cups water
3 tbsp. tomato paste
Dash of Worcestershire sauce
400g can red kidney beans
1 cup small dried pasta

Method

1. Heat oil over high heat in a very large pot.
2. Add bacon, cook until starting to turn golden ~ 2 min then add garlic and onion. Cook until onion is translucent and bacon is light golden ~ 2 min.
3. Add carrot, celery, potato and zucchini. Stir for 1 min.
4. Add crushed tomato, chicken stock, water, tomato paste, Worcestershire sauce, kidney beans, salt and pepper, stir.
5. Bring to simmer, then simmer gently with lid on for 20 min.



6. Add pasta. Cook for time per pasta packet MINUS 1^{1/2} min.
7. Remove from stove, add in baby spinach if desired and stir through. Season with salt and pepper if needed.