

# HOME CARE IN

SALVOS HOME CARE NEWS

SUMMER | 2022-2023

# Action



Aged Care

## Devotional



you could hold or see or was it a feeling that brought you joy?

Gifts come in all shapes and sizes and aren't always wrapped in pretty paper and ribbon, but they are usually given by people who want to show love.

Many spend hours finding the perfect gift. We all know how hard that can be but how good it is to be able to give that gift knowing that it says exactly what you want to express.

At Christmas we celebrate the birth of Jesus, the incredible gift of this baby born in a manger, to be the light of the world but this was only the beginning of the greatest gift ever given.

God gave us the greatest gift of His Son from the depth of His love for each one of us. It is the perfect gift chosen for us and given freely to each and every one of us who will receive it.

Christmas is fast approaching, and many say it's the most wonderful time of the year. There are twinkling lights and beautiful decorations, carols to sing, fun and laughter as we gather with family and friends. And, then there are the presents!

What is the most precious gift you have ever received? Think on that for a moment and try and picture how you felt as you unwrapped or received it. Was it something

John 3:16 says "For God so loved the world, that He gave His only begotten Son, that whosoever believeth in Him should not perish, but have everlasting life."

May you find joy in the greatest gift ever given this Christmas.

**Major Cheryl Kinder**  
Mission and Chaplaincy Manager

## Christmas and New Year Closures

**Burrangiri Aged Care**  
Respite Centre - Rivett, ACT

Our respite centre will be closed from 21 December 2022 to 4 January 2023.

**Healthlink - Modbury, SA**

Our community Allied Health clinic will be closed from 21 December 2022 to 10 January 2023.

# Australia's First Bivalent COVID-19 Vaccine

The Australian Government has accepted a recommendation from the Australian Technical Advisory Group on Immunisation ("ATAGI") on the use of the Moderna Spikevax Bivalent Original/Omicron BA.1 vaccine as a third and fourth dose in people aged 18 years and older.

This is the first bivalent COVID-19 vaccine approved for use in

Australia, with the Therapeutic Goods Administration ("TGA") the third regulator globally to approve this product.

The bivalent vaccine targets two different SARS-COV-2 viruses: the original 2020 strain and the Omicron variant BA.1.

Compared to the original vaccines, ATAGI found it triggers a modest

improvement in the immune response against both strains. However, both the bivalent and original vaccines provide significant protection from severe disease against Omicron subvariant infections.

Source: The Hon Mark Butler MP, Minister for Health and Aged Care, 12 September 2022 - <https://www.health.gov.au/ministers/the-hon-mark-butler-mp/media/australias-first-bivalent-covid-19-vaccine-to-join-rollout>

## Bushfire Preparedness

To ensure your property is adequately prepared for a bushfire, there are four precautionary steps you can take to ensure safety.

### Discuss

To prepare for a bushfire, it is important to discuss with your household or neighbours the step-by-step process you would take if a bushfire occurred. It is important to have a safety exit plan which considers when you will leave, where you will evacuate to, how you will get there, what you will take, who you will alert of your movements and if you have a backup plan.

### Prepare

You can also make your home safer by ensuring your backyard is as safe as possible in the case of a bushfire. This includes trimming overhanging trees or shrubs, mowing the grass, removing material that can burn around you home (such as door mats, mulch, outdoor furniture), clearing any debris from gutters and preparing



a sturdy hose or hoses around your backyard and house. Salvos Home Care can assist with this by arranging someone to clean and clear your home.

### Know

Before a fire starts, it is important to monitor the Fire Danger Ratings so that you can decide if you are ready to stay and prepare your property, or if it is best to leave.

### Keep

In a bushfire, it is important you stay up to date with your area's conditions and that you are aware

of important numbers, links and apps. These include:

- Triple zero (**000**) in case of emergency
- Download the 'Fires Near Me' smartphone app
- Listen to local radio updates including the local ABC/ emergency broadcaster frequency, and follow TV and newspaper updates
- Follow updates via the local fire service Facebook or Twitter page.

Source: NSW Rural Fire Service Bushfire Survival Plan



# Home Care Reforms



## Australian Government

According to The Department of Health and Aged Care, The Australian Government is returning to the timeframe put forward by the Royal Commission into Aged Care Quality and Safety to deliver a reformed and improved in-home aged care program by 1 July 2024. This represents an extension from July 2023.

The Department advises that, “no one will lose any in-home aged care services they currently have in place through the Commonwealth Home Support Programme or the Home Care Packages Program.” They have gone on to say that “we will develop a better in-home aged care system in consultation with older Australians and community stakeholders.”

## Where The Department of Health and Aged Care is up to

As per The Department: “We recognise the importance of listening to aged care stakeholders. Feedback from older Australians and service providers on the previous government’s Support at Home proposal indicated that the model was too inflexible for the needs of older Australians. People told us that they need a greater ability to adjust services when their circumstances change. A number of service providers also raised concerns the proposed funding model could have unintended consequences, particularly for group-based aged care services, like community transport and social support.

The Department will use the extra time now available to work with older Australians, their families and carers, workers, advocates and providers to ensure reforms achieve a better in-home aged

care system. Older Australians will be central to this consultation and the Department will release more information in the near future on how older Australians can participate.

The Government will also be making improvements to in-home aged care for older Australians while the design of a new program progresses. This includes capping administration and management charges under the Home Care Packages Program and improving access to Goods, Equipment and Assistive Technology.”

## Upcoming events

The full consultation calendar has been published which includes all proposed upcoming consultation activities.

Source: The Department of Health and Aged Care - <https://www.health.gov.au/health-topics/aged-care/aged-care-reforms-and-reviews/reforming-in-home-aged-care>

# Extending the SIRS to Home Care Services

The Government has committed to extending the Serious Incident Response Scheme (“SIRS”) to include home care and flexible care provided in a home or community setting. This extends protections to more than one million older Australians receiving in-home aged care services.

From 1 December 2022, providers of home and flexible care must:

- have an incident management system in place

- be registered to use the My Aged Care provider portal
- inform the Aged Care Quality and Safety Commission if a reportable incident occurs by using the SIRS notification form on the My Aged Care provider portal. The SIRS notification form will be visible on 1 December 2022.

SIRS reporting will include providers of Home Care Package, Short-Term Restorative Care at home, Commonwealth Home

Support Programme (“CHSP”), National Aboriginal and Torres Strait Islander Flexible Aged Care (“NATSIFAC”), Multi-Purpose Services Program and Transition Care Program services.

Please speak to your Salvos Home Care Coordinator if you have any questions.

Source: The Department of Health and Aged Care and the Aged Care Quality and Safety Commission.

# Customer Satisfaction Survey Results

Salvos Home Care surveyed its clients in Tasmania, Victoria, New South Wales, the Australian Capital Territory and Queensland, and understandably the feedback received varied from one State or Territory to another. We appreciate the responses from all those who took the time to complete the survey as we genuinely look for constructive feedback so we can continually improve.

In terms of opportunities for improvement, our Quality Advisor has met with the key staff in each of the teams, and we have workshopped the feedback and suggestions received, and developed an action plan to address. Some of the things we are doing include:

1. Staff education sessions around how to appropriately respond to and resolve a complaint
2. Making better use of our software programs to record phone calls and enquiries for faster response times
3. Working to ensure that all clients receive accurate and appropriate information about the services and items that can be provided through a Home Care Package
4. Providing updated information on Home Care Packages through our newsletter, as the guidelines are constantly changing
5. Active recruitment campaigns to attract more Home Care Workers to reduce our reliance on agency staff due to a critical shortage of aged care workers.



Pleasingly, nearly all of our services received feedback that was better than the average across the industry. According to our clients, some of our strengths include staff being kind and caring, respect for lifestyle choices, feeling supported and informed and receiving appropriate care and services for their needs.

## Christmas Shortbread Cookies Recipe

With Christmas right around the corner, what better way to spread Christmas cheer than with some holiday baking? For any clients feeling inspired to bake, please note that Salvos Home Care can assist you with shopping and assist with baking. This will all be covered by your Home Care Package.

Prep time: 10 minutes

Cook time: 10 minutes

Total time: 20 minutes

### Ingredients

1 cup cold salted butter diced  
½ cup granulated sugar  
1 teaspoon vanilla extract or almond extract  
2 ¼ cups all-purpose flour  
Optional: icing and sprinkles

### Instructions

1. In a medium bowl with an electric mixer, beat together the butter, granulated sugar and extract until well combined
2. Add all-purpose flour and mix until combined
3. Knead the dough by hand for 5 minutes until it is soft with a texture similar to playdough
4. Form a ball with the dough wrap tightly in cling-wrap, and chill for about 30 minutes
5. While the dough is resting, preheat oven to 180°C. Line baking sheets with baking paper and set aside
6. Roll dough out to about ½ inch thickness and use a cookie cutter to create shapes



7. Place each cookie 2 inches apart on baking sheet
8. Bake for 8-10 minutes, or until edges are golden brown
9. Immediately transfer to a wire rack to cool
10. Add icing and sprinkles if desired.

# Ways to Stay Cool and Prevent Heat-Related Illnesses During the Summer

Summer often brings a welcome seasonal change from the cooler winter months. However, with the arrival of sunny days, it is important that older Australians look after themselves. In fact, as NSW Health notes “during heatwaves everyone is at risk of heat-related illnesses” yet those over the age of 75 are particularly at a higher risk and therefore should be aware of how to look after themselves in the heat.

Better Health Victoria provides some useful tips for Australians to stay cool during the Summer. Their advice includes paying attention

to the weather reports, reducing caffeine and alcohol, reviewing medication with your doctor and staying cool by closing blinds and using an air conditioner.

It is also important for individuals to be aware of the signs of heat-related illnesses to ensure they can seek medical assistance if need be. Home Caring Disability and Aged Care Specialists advise, heat exhaustion related symptoms to watch out for include paleness and sweating, rapid heart rate, muscle cramps (usually in the abdomen, arms or legs), headaches, nausea and vomiting, dizziness or fainting. Clients



should speak to their Home Care Worker or Home Care Coordinator if they have questions.

## Staying Connected During the Holidays

Whilst the holidays are often a welcome time to switch off and rejuvenate, this doesn't mean that you can't stay connected and engaged with Salvos Home Care services over the Summer.

Our services will remain active for Home Care Package (“HCP”) recipients during the holidays if you choose for the services to remain active. Please note however that public holiday charges apply where the service falls on a public holiday.

Services also remain active for Commonwealth Home Support Program (“CHSP”) recipients during the holidays other than public holidays, unless you are considered a vulnerable client and request for services on a public holiday and agree to



pay public holiday charges in these instances.

Please also note HCP recipients can be supported through the package (if there is budget to do so) to access family, friends and community who may live away from them.

If you need to reach our services for any reason during business hours, our clients are able to stay connected with us through the following number 1300 111 227.



# Staff Spotlight –Yih Han Tan

**Please introduce yourself. Can you tell us about your role with Salvos Home Care?**

Hello everyone, my name is Yih Han Tan, but you can just call me 'Han' like Han Solo! I work as a Physiotherapist within the Salvos Home Care team providing Physiotherapy services such as hands-on manual therapy, exercise prescription and running either one-on-one or group-based strength and balance exercise classes.

**What are you most passionate about in your role as the new Physiotherapist for Salvos Home Care?**

I'm most passionate about helping people and knowing that I have made a difference in their lives in a positive way, whether it be through providing pain relief or empowerment through exercise.



**What aspect of working in the aged care industry is most rewarding to you?**

The unique opportunity to empower someone and the relationships formed along the way.

**Why might people typically see a Physiotherapist or need to see a Physiotherapist? Who typically benefits from this?**

People can come to Physiotherapy for a range of reasons. These can include injury management, post-operative care and/or

rehabilitation, pain relief, massage, exercise prescription or attending an individual and/or group-based exercise class.

**What is your advice for clients who may wish to stay active in the summer? Do you have any simple, cost-effective ways to stay fit?**

During summertime, it's usually a good opportunity to have a walk outdoors, given the temperature isn't too high. It is also very important to have sunscreen on any exposed areas, wear a hat and sunglasses and keep well hydrated.

## International Day of Older Persons

In 1990, The United Nations ("UN") General Assembly first designated 1 October as the 'Day of Older Persons' as a way to acknowledge the quintessential role and value older persons contribute to our global society. Across The Salvation Army, we acknowledge and pay respect to the many rich, diverse and often valuable lessons in which our residents and clients share with us, and the wisdom they have to share.

The impact of older people is felt and celebrated particularly within our Residential Aged Care Centres, Retirement Villages and throughout Salvos Home Care. Indeed, many of The Salvation Army Aged Care employees reflect that whilst they provide care to our residents and clients, it is often the employees who learn so much from the residents and clients and their bountiful stories. From our residents and



clients themselves, they are always happy to share their own knowledge to the next generation.

<https://www.youtube.com/watch?v=wNLysOIUUOc>