

Newsletter

HOME CARE HQ



EASY HEART FRIENDLY RECIPES



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- FREE DEMENTIA RESOURCES
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Heart Foundation free family friendly recipes on a budget

According to the Heart Foundation's ['What Australia Eats' report](#), one in three people said they think it's expensive to eat healthy food. To make it easier to create heart healthy dinners on a budget, they've released a free downloadable recipe book, showing you how to create 13 delicious meals for less than \$5.50 per serve. If you'd like some help to cook healthy meals, please contact us and we can update your care plan to include meal preparation assistance.



Recipes on a budget

The book includes:

- Tips on how to incorporate Heart Healthy Eating Patterns into your daily diet
- 13 delicious, easy to follow recipes
- Plus great tips on how to keep your pantry healthy on a budget

[Download Recipes on a budget >](#)

5 ingredient recipes

Prefer meals that are quick and easy to make? Then this recipe book is your go-to.

It includes 7 easy to follow recipes that align with the Heart Foundation's Heart Healthy Eating Patterns, using only 5 key ingredients with minimal steps with maximum flavour!

[Download 5 ingredient recipes >](#)



Joy For All Companion Pets

With Australia having one of the highest levels of pet ownership in the world, we're certainly no stranger to the comfort and joy animals bring to our lives.

While pets can play a role in keeping people socially engaged, they aren't a practical choice for everyone, especially when health or mobility issues are preventing someone from caring for a real pet.

This is where Joy For All companion pets may play a role.

Although they aren't intended to replace real-life pets, research shows social support robo-pets can have similar positive effects to traditional pet therapy. And can also provide a source of comfort and stimulation for a person with dementia who may feel anxious or bored.

Designed with extensive input from older adults, the Joy For All companion cats and dogs are made with soft fur that feels real and sensors that respond to motion, touch, and sound, allowing them to react and interact.

For example, the cat purrs, meows, and moves in reaction to touch. And the dog barks when spoken to, wags his tail, nuzzles, turns his head toward sound, and beats his little heart when petted.

<https://dementiashop.com.au/collections/joyforall>

Although robo-pets can be a wonderful source of companionship for some older adults, keep in mind it may depend on the person's background, culture and previous interactions with animals.

For more information on who is likely to benefit and how to introduce a simulated pet to a person with dementia, please download the help sheet below:

<https://www.dementia.com.au/resource-hub/the-use-of-simulated-pets-in-dementia-care>



Older Persons Advocacy Network toolkit

The Older Persons Advocacy Network (OPAN) have launched a new self advocacy toolkit to empower older people to speak up for themselves, and ask for the services and support they need.

Designed to put you in the drivers seat, it's full of valuable resources to give you the information and skills you need, to make informed decisions and speak up for better aged care.

The toolkit can easily be translated into 13 different languages by using the toggle on the top right hand side of the website, and covers things like:

- Solving common problems in aged care
- Understanding your rights as an older person
- A step by step guide to raising concerns with your provider
- Creating a blueprint for the care you want
- Learning to speak up and how OPAN can help with self-advocacy
- How to receive culturally safe and inclusive aged care
- Support with decision making

It also includes a range of handy checklists you can download and print.

For example, the Leaving Hospital Checklist has questions that you can ask the hospital social worker, your service provider or My Aged Care, that will help you to make an informed decision when leaving hospital.

<https://opan.org.au/toolkits/aged-care-options-when-leaving-hospital>

Please let us know if we can assist with accessing the online toolkit, or downloading and printing any resources.

<https://opan.org.au/toolkit>

SELF-ADVOCACY TOOLKIT



Osteoporosis and Bone Health

Did you know there are 206 bones in the human body, ranging from our huge leg bones to tiny ear bones? Good bone health is a key factor in ageing well for both women and men, but, over 1 million Australians are living with osteoporosis, contributing to the 173,000 broken bones in people with poor bone health every year!

As a provider of home care, we need to capture important information about your bone health and other risk factors as part of our ongoing assessment process. This may occur in a variety of ways, including:

Assessment: identifying key areas of concern, e.g. medical diagnoses, diet, exercise, calcium and Vitamin D intake, falls history, bone fracture history, and physical activity.

Identifying risk factors: e.g. diabetes, coeliac disease, breast or prostate cancer treatments, liver or kidney disease, and rheumatoid arthritis.

Setting goals: a care plan of services, equipment, activities and other items to meet your needs in relation to managing your bone health and reducing risk factors.

Referral: ensuring relevant specialists are involved, e.g. GP, Rheumatologist, Bone Density Clinic, physiotherapist or exercise physiologist, and so forth.

Directing funds: ensuring your home care funds are prioritised and spent where they are most needed to reduce your risk of falls and meet your bone health needs.

Monitoring, review & responding to changes: responding to any issues and changes, and adjusting your care plan and services, if and when required.

Your GP, nurses, other specialists, and Bone Health Australia can provide information, resources, tips and recommendations to help manage or prevent osteoporosis.

<https://healthybonesaustralia.org.au/>

Ph: 1800 242 141



Dementia guide audio book

Are you living with dementia or caring for someone who is?

Dementia Australia's popular go-to resource for anyone impacted by dementia, The Dementia Guide, is now available as a free audio book.

Developed in consultation with people living with dementia, their families and carers, this new audio format is perfect for someone caring for a person living with dementia who may want to learn on the go, as well as for someone living with dementia or cognitive impairment who may prefer to listen to information.

As well as the audio version, it's also available to download as a digital file or you can also order a free printed paperback copy.



If you are living with dementia, the guide will help you understand more about dementia and the treatments, supports and services available, information about living well with dementia and making plans for the future.

If you are a family member or friend of a person living with dementia, the guide describes ways you can support a person with dementia to live well and what support and information is available for carers.

To listen to the guide or download your digital copy, visit the link below:

<https://www.dementia.org.au/get-support/dementia-guide>

We're happy to assist if you'd prefer a free printed version:

<https://www.dementia.org.au/get-support/dementia-guide/order-dementia-guide>

The National Dementia Helpline also provides information and advice 24 hours a day, seven days a week: 1800 100 500



Top-up services for the Home Care Packages program

Sometimes, our consumers need to access additional government programs to help to meet their assessed care needs. The circumstances where this may occur are detailed in the Home Care Packages Operational Manual, but here is a quick run-down of the main services that eligible consumers may receive at the same time as their home care package services:

- Community Visitors Scheme
- Continence Aids Payment Scheme
- Dept of Veterans Affairs (DVA) Programs
- Residential Respite Care
- Dementia Behaviour Management Advisory Services
- Palliative Care
- National Dementia Support Program



Commonwealth Home Support Program (CHSP) services

Generally speaking, once a person has commenced a Home Care Package, they are expected to cease using CHSP services. However, sometimes people need to access CHSP services to top-up their home care package funds for a limited period of time. Depending on your package level and other circumstances, this may include:

- Allied Health and Therapy Services
- Nursing Services
- Planned Respite Services
- Minor Home Modifications
- Social Support Groups
- Other CHSP services, as deemed essential

There are strict criteria and a formal process that needs to be followed to access these additional service types. Our team can help to advise and support you to apply for any of the above services, if you need them.

Code of Conduct for Aged Care

As part of their commitment to continuously improving the experience and outcomes for older people receiving subsidised aged care services, the Commonwealth Government has developed a special Code of Conduct.

This applies to all of our staff, volunteers and external contractors who are involved in your care, and states that people who provide care, supports and services in the aged care sector must:

- a) Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) Act in a way that treats people with dignity and respect, and values their diversity
- c) Act with respect for the privacy of people
- d) Provide care, supports and services in a safe and competent manner, with care and skill
- e) Act with integrity, honesty and transparency
- f) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) Provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse
 - (ii) sexual misconduct
- h) Take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse
 - (ii) sexual misconduct.

You can read more about the Code of Conduct by asking us for a copy of the Consumer Guidance booklet, or by visiting this link:

<https://www.agedcarequality.gov.au/resources/code-conduct-aged-care-consumer-quick-reference-guide>



Code of Conduct for Aged Care

Cont'd

What does the Code of Conduct mean for you?

We strive to ensure that our staff already conduct themselves in the most professional and exemplary way, however, we welcome the Code of Conduct as a way of reminding all of us about our responsibilities, and your rights. This means, in practice, that you should be treated well and feel safe, always.

We will act in a way that is respectful, kind and consistent with the behaviours set out in the Code of Conduct. For example, when you are provided with care, you can expect to:

- Be informed, listened to, and able to make decisions
- Be respected and valued for who you are
- Be able to express yourself freely
- Be given information in a way you can understand
- Have your privacy maintained
- Be spoken to with kindness and respect
- Have your care provided by people who are careful and thoughtful
- Have your care provided by people who are honest and trustworthy
- Have your care provided by people who are properly trained and competent at their job
- Have the chance to give feedback or make a complaint about your care, without any fear of retribution or negative impacts on your care
- Be safe and free from all forms of harm.

If you ever feel that this Code of Conduct is not being met by us, or our contracted service providers, please get in touch so we can find a way to resolve the issue with you.



Product Spotlight: IMAK compression gloves for arthritis

With arthritis being the leading cause of chronic pain in Australia, affecting over 3.6 million people, it can significantly impact daily activities.

Although compression gloves aren't designed to treat arthritis, they can assist with managing some of the symptoms.

If you're living with arthritis, neuropathy or poor circulation in your hands, these gloves may help to ease pain and discomfort.

Developed by an orthopaedic surgeon, their unique design provides mild compression for warmth and increased blood circulation to help promote healing and allow more freedom to complete daily tasks.

Made from soft, breathable and washable cotton, the gloves have also earned the Ease of Use Commendation from the US Arthritis Foundation for their design.

If you're considering purchasing the IMAK gloves, it's important to ensure you get the right size, as compression that's too tight can be dangerous and compression that's too loose will offer little relief. You'll find a handy size guide on the website:

<https://www.arthritissupports.com.au/products/arthritis-gloves/>

Arthritis Australia also has helpful information on understanding and managing arthritis, which is available in 14 different languages:

<https://arthritisaustralia.com.au/get-support/resources/information-sheets/>

Please get in touch with your care manager to discuss whether your home care package funds can assist with purchasing IMAK gloves to meet your needs associated with arthritic pain.



The right to express your culture and faith in aged care

Have you ever given feedback to us about how your culture and faith can be recognised and respected? If so, what was it like for you?

A short film, created by the [Centre for Cultural Diversity in Ageing](#), aims to raise the awareness of older people from culturally diverse backgrounds about their right to give feedback to aged care services, as well as informing them of the importance of their culture and faith being respected.

Co-designed with consumers, the film involves older actors from culturally diverse backgrounds living in Australia, who prompt the audience with a series of questions about what their cultural and spiritual needs are when accessing a range of different services.

For example, asking if your social support group can provide the kind of food you can eat. Or asking for a carer to be available to attend cultural activities in your language.

The *"You can ask for what you need from Aged Care Services"* film is available in 16 languages to give CALD communities access to the support they need.

Click the link below to watch the short film:

<https://www.youtube.com/playlist?list=PLh7zaZPf9dk714nSFCvUvukoF4pn0PYor>

You have the right to feel respected and heard, so when you speak to us we encourage you to let us know what your individual needs and wishes are.

The Aged Care Quality and Safety Commission also has brochures available in 25 different languages to provide you with information about your rights and responsibilities, as well as advocacy services that can support you.

You can access the brochures by [clicking here](#).
Or please let us know if you'd like a printed version.



How we meet your Personal Care and Clinical Care Needs

The delivery of home care services has changed over recent years, and there is much more focus on the clinical care and personal care needs of consumers receiving home care packages. **Standard 3 of the Aged Care Quality Standards** requires us to have a robust approach to guide our clinical assessment, monitoring, and reporting frameworks.

In brief, this means we will:

- Include you, and those involved in your care, in every step of the assessment and care planning process
- Refer to your initial comprehensive assessment completed by ACAT when you were first assessed for a home care package
- Conduct our own assessments, including asking questions about your clinical care needs using Validated Assessment Tools, where appropriate
- Refer you for specialised Clinical Assessments if we are unable to do them ourselves
- Support you to build your knowledge and understanding of your clinical care needs and how best to meet those needs
- Identify and respond to risks relating to your clinical care needs
- Create clear pathways for feedback, reporting, escalating and responding to clinical risks and issues
- Ensure workers (including external contractors) have the necessary skills, training and support to provide best-practice clinical and personal care
- Prioritise your home care funds to meet your clinical care needs and goals
- Be accountable to you, our management and governing body, and the Aged Care Quality & Safety Commission

We are committed to providing the best possible care to all our consumers. And you can help us to deliver good clinical care by keeping us informed if your care needs change, participating in necessary assessments, and thinking ahead about how to minimise potential risks in your home environment.



Common Referral Pathways: Continence

We are committed to supporting you to meet your health and well-being needs, so when we become aware of a change or deterioration in your health, we may discuss some options with you regarding the most appropriate actions for follow-up and referral.

A person's continence can be affected by a range of medical, health, and even social factors. There are a range of products that can help to manage and improve the impact on your everyday life, but first, it's important to understand the reason for incontinence occurring. When it comes to responding to any issues with incontinence, here are some possible referrals we might recommend for you:

- Visit your GP to rule out medical or other reasons for urinary or bowel issues;
- Referral to a Continence Nurse Advisor for specialist assessment and advice;
- Application for Continence Aids Payment Scheme (CAPS), if you're eligible;
- Referral to the Aged Care Assessment Team (ACAT) for a higher level of home care package.

Depending on the outcome of any of these referrals, we will work with you to update your assessment of care needs, and your care plan, to include any recommendations from the relevant experts.

You may find it useful to contact the Continence Foundation of Australia for information, support or advice on finding a supplier for necessary products.

<https://www.continence.org.au/> Ph: 1800 33 00 66

Alternatively, we can guide you to the suppliers we use or even set up a reimbursement arrangement if you prefer to purchase your products yourself in accordance with your assessed needs and advice from a professional.

Please don't hesitate to reach out to us if you have any concerns about continence and we will make some time to work things through with you, and those involved in your care.



Finding My Way: Sharing tips on supporting people living with dementia

The National Ageing Research Institute (NARI) have launched a new video resource, aimed at sharing the experiences of family carers for people living with dementia, highlighting both the challenging and rewarding aspects of caring.

Finding My Way, features ten family carers aged between 50 and 80 years old, who generously and courageously share their stories and experiences of caring for someone with dementia.

While becoming a carer may feel like a natural part of being in a relationship for some people, for others it may feel the opposite. From well-meaning friends offering unsolicited advice because they don't understand your unique situation, to advocating for the person you're caring for during the assessment process, the tips these carers share are both raw and insightful.

The video highlights just how varied the carer journey can be, as well as the strength, resilience, and compassion of the people who give their time to support someone living with dementia.

"Many individuals assume the role of carer unexpectedly, when a loved one's condition worsens. And whilst there is no instruction manual for being a carer, this video is able to offer words of advice and encouragement for those who are taking on this role." ~ A/Professor Kirsten Moore.

Click the link below to watch the video:

<https://www.nari.net.au/finding-my-way>

If the video raises any concerns for you, support is available via:

Dementia Australia - 1800 100 500
Carer Gateway - 1800 422 737



The Aged Care Charter of Rights

You may recall seeing the [Aged Care Charter of Rights](#) when you first commenced as a client with us. It's important that every person receiving Government-subsidised aged care services understands their rights, as it underpins everything we do and everything you can expect from us.

As someone who receives aged care and services, you have the right to:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have your identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about your care and services in a way you understand
6. access all information about yourself, including information about your rights, care and services
7. have control over, and make choices about your care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
9. your independence
10. be listened to and understood
11. have a person of your choice, including an aged care advocate, support you or speak on your behalf
12. complain free from reprisal, and to have your complaints dealt with fairly and promptly
13. personal privacy and to have your personal information protected
14. exercise your rights without it adversely affecting the way you are treated

If you ever feel that your Aged Care Rights are not being upheld, please let us know and we will work with you to resolve any concerns.

You can also download the booklet in 18 languages:

<https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-a5-booklet>



**The Charter of
Aged Care Rights**

Word Search: Famous Australian tourist attractions

S	R	I	Z	M	Z	Q	P	G	Z	D	M	E	N
E	O	O	O	H	O	R	L	Z	Z	J	E	Q	F
C	W	C	T	Z	T	U	G	T	U	L	S	L	A
I	N	J	E	T	D	Q	N	N	R	I	Y	W	F
S	P	W	A	A	N	K	W	T	M	W	S	M	F
L	B	G	K	P	N	E	U	E	A	T	Y	W	F
A	R	A	I	B	O	R	S	W	I	I	D	R	B
N	K	U	L	B	L	S	S	T	C	I	N	C	R
D	Y	L	Y	A	E	K	T	U	R	Q	E	S	I
P	X	U	T	B	P	V	C	L	E	D	Y	U	D
K	F	R	A	I	N	F	O	R	E	S	T	L	G
B	H	U	B	E	O	F	F	F	F	S	B	G	E
R	L	W	I	N	E	G	L	A	S	S	B	A	E
Z	U	W	E	M	U	L	V	E	L	Q	N	M	R

Find the 12 hidden words by searching for only the words in bold

•**Sydney** Opera House •Blue **Mountains** •Great Barrier **Reef** •Kangaroo **Island**
•**Uluru** •Great **Ocean** Road •**Kakadu** National Park •Sydney Harbour **Bridge**
•Twelve **Apostles** •Daintree **Rainforest** •**Rottne**st Island •**Wineglass** Bay

Explore the topic: <https://www.australia.com/en>

