

Collecting Donations for Carevan

We are currently collecting non perishable food items to donate to Carevan.

Carevan provides a School Lunch Program, Kids Cooking and Caring Program, Sun Smiles Program and Carevan Meal Service. The Carevan Meal Service is provided Monday to Thursday from 6.00 to 7.00 pm at various local churches.

Carevan's vision is to encourage "us" and "them" to become "we", by developing a sense of belonging and a sense of identity in those less fortunate in our community.

Please feel free to add to the donation basket located in Reception at Beechworth Road, Wodonga.



Upcoming Cultural Events

10th September 2022 – Mid-Autumn (Moon) Festival

The Mid-Autumn Festival is a popular East and South East Asian celebration of abundance and togetherness, dating back over 3000 years. The traditional food of this festival is the moon cake, but can vary depending on the country.

23rd to 25th September 2022 – Rosh Hashanah (Jewish New Year)

Rosh Hashanah, the Jewish New Year festival, commemorates the creation of the world. Customs include the blowing of the Shofar, a ram's horn

trumpet, and the dipping of apples in honey as a symbol of the sweet New Year that lies ahead. Work is not permitted.

26th September to 5th October 2022 – Navaratri

Navaratri is a 9-day festival celebrated in Autumn during the Hindu calendar month of Ashvin, which typically falls in the Gregorian months of September and October. It denotes nine nights of reverence towards Goddess Durga and her nine avatars, together with communal festivities to celebrate good over evil.

Podcast helps workers understand LGBTI clients

Ageing Fabulously presented by LGBTIQ+ Health Australia is developed specifically for the aged care workforce. This podcast miniseries will tackle common issues experienced by LGBTI seniors, share personal stories and discuss practical tips on how you can better support older LGBTI people.

If you are interested in listening to these podcasts go to <https://podcasts.apple.com/au/podcast/silver-rainbow-presents-ageing-fabulously/id1636607222>

Happy Birthday!

The following staff are celebrating birthdays in **August**. Julie C, Brianna C, Julie B, Katherine S, Julie W, Chris A and Mark S.

The following staff are celebrating birthdays in **September**. Helena S, Jodie C, Raelean C, Myra C. John I, Nancy A, Maria M and Ann-Marie.

Reminders

Please ensure you are up to date with your Bridge online learning units by the end of August.

Please remember to complete and return the Staff Competency – Fire and Emergency Skills. This annual competency acts as refresher training for staff so it is important that staff complete it.

News from Care Manager Helen H



I was very proud to receive the National Service Award for recognition for the 2019-20 bushfires. I have been a CFA Volunteer for Browns Plains Fire Brigade, for over 24 years.

I am very proud to be the first female Lieutenant for our Brigade, I am also Training Coordinator, Group Communications Officer, and Peer Support.

The National Emergency Medal was established in 2011 for the purpose of according recognition within the Australian Honours system, for the unique contribution and commitment of those who have provided sustained or significant service in response to declared nationally-significant emergencies.

The Medal was introduced into the Australian Honours system by Letters Patent by Her Majesty The Queen on the 23 October 2011, during her visit to Australia.

The Medal is surmounted by a silver suspender bar which features the Commonwealth Coat of Arms on the front and back.

The front of the Medal features a central image of a stylized representation of the wattle Australia's national floral emblem.

The image around the central image is a ring of flowering wattle, representing the accomplishments and sacrifices made by Australians in the service of others, in the times of crisis.

The back of the Medal repeats the ring of the flowering wattle and includes the words – For

service to others in a national emergency – and includes the engraved name of the recipient.

The ribbon includes a 6mm band of eucalyptus green, a 20mm band of metallic gold symbolizes the Australian sun, optimism and hope, while eucalyptus green complements the symbolism of the medal design.

The seven gold bands represent Australia's six states, with the seventh representing the territories.

His Excellency General the Honourable David Hurley AC DSC, Governor – General of the Commonwealth of Australia wrote.

“On behalf of all Australians, thank you for your service during the 2019-20 bushfires.

The intensity of the fires and the devastation they caused, will long be scarred into our nation's memory. In the middle of the danger and tragedy we also witnessed the best of Australia – individuals helping loved ones and strangers alike.

As a recipient of the National Emergency Medal, know that your fellow Australians are grateful for your service”.

I was honored to receive this award. I am proud of the community we live in. NSW and Victoria all came together as one. This award is also for your service during this time.



Thank you

I am very proud to be part of a wonderful team at Westmont Community Care.

Helen

Do not cross Professional Boundaries

This is just a reminder that you are crossing professional boundaries if you are handing out your phone number to clients or clients are ringing your personal phone or speaking to you out of normal office hours. If you have visited a client and have concerns around their wellbeing, please log a feedback form or speak to the care coordination team. Under no circumstances should you be returning to the client's home again after completing the service, unless you are rostered to do so.

Please ensure you follow Westmont's Policies and Procedures around professional boundaries. By not following our policies, you expose yourself and the organisation to legal and ethical risks.

A HCP Clients Handiwork

One of our HCP clients kindly made 'fidget sleeves' for dementia patients at the Homestead. The fidget sleeves are much appreciated by those receiving them. What a great idea!



Impact of the updated SCHADS Award

We would like to hear feedback about the impacts of the updated SCHADS Award is having on your work relationships with clients and your roster.

All feedback is good and bad is welcome so we can refine our processes. Please provide feedback directly to Maralee.

We realise that client and staff rosters may have changed due to the SCHADS award as a result of client cancellations and staff being on leave. Please remember that we aim to provide choice to our clients on their service date and time and the carer who attends, but this may have to change and be negotiated with the client on occasions. We communicate to the clients mainly by text or phone messages given the high volume of work the scheduling team experiences.

If you are unwell and cannot attend work please let us know as early as possible as we will try and transfer your clients to another worker. You should be ringing our office during working hours. The oncall phone is on available from the hours of 6.30am to 7.30pm daily.

As staff rosters change due to client cancellations, we are required to fill the gap in the roster and this means that your roster can change throughout the day. We will advise you via text message of this change, but please check your carelink go app regularly for these changes.

Having respectful conversations with your colleagues and clients

We ask that all staff engage in respectful conversations. We have zero tolerance to workplace bullying behaviour. Remember, it is not just what you are saying (your words), but how (your tone, body stance, voice pitch, accusatory nature) and where you are having conversations that can make them unpleasant and unacceptable. If you feel that an issue has a potential to escalate please contact Caterina or Maralee.

New Carer Program – supporting older clients living with dementia

We have funding to run a Carer Program for carers who are supporting older clients living with dementia at home.

Could staff please advise Megan Parkinson (Client Care Coordinator) of any potential carers who may be interested in finding out more about the Program.

Online Training Opportunities

The Victorian Department of Health in partnership with VICNISS has created eLearning modules that covers different principles of infection prevention and control. The modules are suitable for non-clinical staff.

Each module takes approximately 10-15 minutes. A certificate of completion is available at the end of each module.

For more information go to <https://www.vicniss.org.au/resources/infection-prevention-and-control-elearning-modules/>

Information and other stuff...

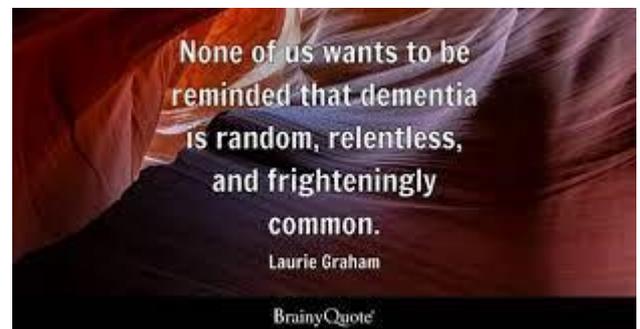
1. If you want feedback from a submitted Carer Feedback Form please tick that you want feedback on the form.
2. We will be moving to our new building at 170 High Street, Wodonga by the end of the year. We hope to have some tours on site for all staff once we have possession of the building, which should occur next week.
3. Do you find it hard to speak with clients about their poorly kept or inadequate cleaning equipment? Please call the office when the issue arises so a Client Care Coordinator can provide support. Or let us know if you want some training in having these conversations.

Animating for Dementia Prevention

Up to 40% of dementia can be prevented by addressing health and lifestyle factors that include increasing physical activity and maintaining a healthy diet and social connectedness.

To raise awareness of what factors can reduce the risk of developing NARI has co-designed short animations about preventing dementia based on the most current evidence available. The animations are available in English and nine other languages.

For more information go to <https://movingpictures.org.au/adapt/>



Basic Clinical Care in the Home

The following information has been taken from 'A Practical Handbook for Basic Clinical Care in the Home', written by Lorraine Poulos & Associates.

Parkinson's Disease

Always remember to work within the boundaries of your role.

Know your client's abilities:

- Check care plan for alerts
- Understand that there are likely to be changes in mobility, hand dexterity, speech, swallowing, mood, senses (especially smell), bowel movements (constipation)

Ensure safe environment:

- Reduce and report trip hazards (torn carpets, worn/loose rugs)

- Position furniture to support safe turning/rotation
- Improve lighting where possible

Support/monitor wellness:

- Promote good medication management
- Promote regular GP visits to monitor symptoms and understand the symptoms of disease
- Promote and encourage the use of mobility aids and methods to help 'unfreeze' such as counting or clapping
- Encourage membership of a support group
- Supervise exercise schedules and encourage rest periods
- Educate client about safe swallowing to reduce risk of aspiration
- Provide waterproof pillow for sleep to reduce discomfort of excessive saliva production
- Promote use of support stockings if indicated by GP

Observe:

- Increased 'freezing' during mobility
- Coughing while swallowing

Document:

- Document changes or concerns in the client communication folder

Field Staff – What should I report?

- Increased falls and pain
- Reports of dizziness, hallucinations or delusional thoughts
- Increased fatigue/sleepiness
- Missed medications

Coordinator – What should be documented on the care plan

- Mobility and dexterity support and aids
- Medication management
- Environmental supports
- Exercise plan
- Nutrition, swallowing and saliva management
- Continence management
- Communication aids
- Social supports

Outcomes of Client Surveys

The overall result from the CHSP client survey was 87.03%. The overall result from the HCP client survey was 86.34%.

When we asked the clients what was the best thing, their responses included:

- Staff, services and reliability
- Staff are always pleasant and do a good job when here
- The friendly approach of staff
- Helps with health issues and allows me to do other things
- Not having to struggle with the cleaning
- Gives me break and lets me recharge my batteries
- Able to stay in my own home
- Only a phone call away
- Having the same person each time
- Very satisfied with the services, staff and Care Managers
- The care provided is excellent
- Because I can't fault the service I receive
- I am very happy with Westmont's support
- Because of the high quality of service and care



When we asked the clients for suggestions to improve, their responses included:

- Quality of cleaning
- Have the same regular staff attend to provide services
- Communication about changes to times/staff
- More knowledge of services available
- More travel time for staff between clients
- Shorter survey
- Communication on a regular basis about additional services
- Pay the carers more
- Have the same carer as much as possible
- More caring and understanding of my needs