

Celebrate National Carer's Day with Us

National Carer's Day is a day to celebrate and acknowledge the contributions of our carers. They are the face of our organisation and provide extraordinary care to our clients. Many carers go beyond their role to ensure our clients remain safe and independent. On behalf of our clients, we truly value and thank you for your tireless work and the passion and care you provide to the clients of Westmont.

To celebrate National Carer's day we have two events. On Monday 7 August, carers will be able to drop into High Street between the hours of 12.00-2.00pm and get a muffin and access a voucher to get a free coffee through Henri's Cakes.

Don't forget our team meeting is on 8 August 2023. We have a guest from Wodonga Hospital attending to chat about incontinence and catheter care. Afterwards, we invite you to share in some drinks and pizza. With the team. We also want to congratulate our first graduates of the Certificate III Individual Support who have completed their studies. Congratulations to Kristy, Justine and Terri on your achievement and bringing your skills and can-do attitude to your role.



Information being sent out to our clients-client satisfaction surveys and client reviews

It is important for us to check in with our clients at least annually to review their care plan and whether their current services are meeting their needs. We also attempt to measure through the review process the wellness outcomes our clients are achieving and also their satisfaction with our services and any changes they would like to make to their services.

We are currently sending out our self-assessment review to clients initially that receive meals on wheels and gardening services only. This applies to CHSP clients only and not all CHSP clients will receive the review form at the one time. You may come across clients that are having difficult filing out the form or clients who have questions. Please let our Care Coordination team know if you see clients experiencing difficulty in filling out the form, so we can make contact with them.

We are also sending out consumer satisfaction surveys to a cross section of our CHSP, Veteran Home Care and HACC clients in August 2023. Once we have collated the survey responses, we will develop an action plan of improvements and seek your input and ideas.

Working across the border in Albury

Whilst most of our clients live in Wodonga, we are providing some services across the border in Albury and want to continue to grow our homecare service. We expect all staff to be able to work within the Albury Wodonga area given we are a border community. We also have a large footprint of clients in the Westmont residential facilities at Baranduda so please ensure your car is maintained and reliable to travel to Baranduda and the areas of Albury and Wodonga. If you find that your roster, has you traveling inefficiently back and forth in directions, please discuss more efficient routes with our scheduling team. We roster according to geographical locations, but client choices and preferences mean that the most efficient rostered services cannot always be achieved. All ideas and suggestions are welcome.

Safely using the Sara Stedy when transferring clients

At the Westmont Homestead, we have a policy that 2 carers should assist a client using a Sara Stedy however in Community Care we know this isn't always possible. If you are providing care to a client using a Sara Stedy and the client is actively able participate (physically and cognitively) in the transfer and you as a carer are confident in your training to complete the transfer safely then please do so. However, if you are unable to complete the transfer safely on your own then do not proceed alone. Often in this case a Care coordinator or Case manager will have spoken to the family and there should be a family member present to assist. When transferring with 2 people both individuals helping the client should be standing either side of the device. The client should be seated close to the edge of their seat/bed.

Make sure the client's hips are slightly higher than their knees if possible but not sliding off the chair/bed. Ensure that the client can weight bear in at least one or both leg before using it. Never lift a client by their shoulders/arms, lift at the buttocks to assist the client to stand. Ensure the client's legs are flat on the platform and not twisted.

Here are the steps to transfer a client safely:

- Bring the Stedy close to the bed with the legs resting on the platform
- Lock the Sara Stedy into position.
- The client's knees should be resting against the leg rests
- Have the client scoot forward and pull with both hands to stand
- If unable to stand, assist the patient or raise the bed
- After standing, lower the seat for the client to rest

The safe use of a Sara Stedy can be viewed at the following website: youtu.be/3qIVrYG6zgU

Having refreshments with clients whilst on community respite

The cost for meals or drinks consumed by client and or carers is not covered by Westmont and cannot be claimed through a consumers Home Care Package. If you are having a meals or drink with a client, you are expected to pay for the meal/drink yourself and should not ask the client to pay for the meal. Some clients may have agreed to pay an agreed amount of money to cover their drink and the carers drink when on respite or being transported by the carer. If such an agreement exists, it will be shown in the roster and carer notes. If there are no notes relating to meals or drinks the client is not expected to pay for the carer's meal or drink. Care staff are provided a lunch break outside of service times and can accompany the consumer and not participate in the meal or drink or they can purchase their own meal or drink.

Running late to get to a client's home?

We know road works, school times and adverse weather conditions can put carers behind when traveling between clients. If you are running late or your last shift goes over time, please let our scheduling team know so they can liaise with the client. We may be able to reschedule your roster or redirect another carer to attend. It is better if we can be in touch with the client in the first instance looking at a solution rather than the client ringing us complaining. This also improves the client mood and reduces complaints and makes the job a little easier for the schedulers if you can provide them with notice and keep in contact with them.

Covid Leave

If you are unwell, please let us know so we can remove you from the roster so you can recover at home. There is a surge in influenza cases in Wodonga currently and we have many clients and staff on sick leave.

You should be screening clients before entering their house. IF the client is unwell, or another person residing in the house is unwell please decline the service unless it is personal care or medication assistance. Providing personal care to clients who are unwell should be carried out wearing full PPE including wearing a N95 masks, eye protection/face shield, gloves and apron.

Unfortunately, Government funded covid leave payments have ceased for staff unless you are a casual or a contractor. We are happy to work with staff to roster sick leave or annual leave during periods of illness.

Policy update -kilometres when taking homecare package clients on community outings

We are currently working on a policy for the maximum KMS allowed for HCP clients during Respite services with outing. This is being reviewed, as some HCP clients have very tight budgets, which doesn't allow for travel out of town during every service unfortunately. Carers will soon see new notes as to what is allowed for each HCP client.

Remember to read the carer notes and roster notes

If you are providing domestic assistance to clients remember to view the carer notes and roster notes before you commence the service. These notes guide you on the tasks that have been agreed to. It is always good to check with the clients on the tasks and empower the client to work with you. We know some clients have said to carers to leave specific tasks, but please stick to the tasks on the task list unless the client wants you to prioritise or do additional tasks. If there are additional tasks required that will take more time to carry out, please notify the office. Many of our complaints and feedback from clients relate to carers not staying the whole rostered time at the client's home or not completing the tasks that have been agreed to in the care plan.

Remember to empty the vacuum cleaner bag and make sure the filter is clean, so it is left in good working order for the client to use again.