

A warm winters hello to you all,
Make sure that you rug up and use your heating as we work our way through winter.
Great to see the number of influenza cases being considerably lower in comparison to past years – something that has been impacted by all the necessary precautions being taken around COVID-19. I hope that you have been able to get out and about a little more in recent times and importantly that we at CHS can play a part in helping you do this.



Remember when getting out and about we need to continue being CovidSafe so keep washing your hands and physical distancing where required.

Take care, Craig Stanbridge (CEO)

CUSTOMER EXPERIENCE SURVEY 2019

In the June Edition we shared the first instalment of feedback provided via our very first Client Experience Survey. As previously mentioned, we are very appreciative of the number of responses that the survey attracted. We have not included responses less than 2%.

- How often are your services updated? 40% 'always', 23% 'most of the time', 10% 'some of the time', 7% 'never', 18% 'no answer provided'. We believe that 'never' and 'no answer provided' may be skewed due to the delivery of once off services.
- Do your services help you to live the best life that you can? 72% 'always', 24% 'most of the time'.
- Is the information you are given about services easy to understand? 65% 'always', 29% 'most of the time'.
- Do you get value for money? 82% 'always', 15% 'most of the time'.
- Do you trust CHS to do the right thing by you? 87% 'always', 9% 'most of the time'.

A couple of things to note:

- The results are pretty good.
- We need to be specific in asking about our services and our workforce (employees and contractors). We found that some people answered questions based on their experience with My Aged Care rather than CHS.
- We need to provide you with more information about the services that we offer in a timely manner and in a language that makes sense.
- We need to provide information on a regular basis about when and how you can make changes to your services.

It is most likely we will use this newsletter to share information with you. If you have ideas about how we can improve it, please email us on Feedback@countryhomeservices.org.au

If you have any queries about this survey, call us on 1300 773 202 as we are happy to provide more of an explanation to why we think the numbers are as they are. Thank you, again, for participating in it in such large numbers. We plan to distribute the improved 2020 survey later this year.

COVIDSafe App

The COVIDSafe app helps find close contacts of COVID-19 cases. The app helps state and territory health officials to quickly contact people who may have been exposed to COVID-19. The COVIDSafe app speeds up the current manual process of finding people who have been in close contact with someone with COVID-19. This means you will be contacted more quickly if you are at risk. This reduces the chances of you passing on the virus to your family, friends and other people in the community.

If you or someone who is close to you has access to the internet, you can find out more about the App at this address. <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>



OUR HOME CARE PACKAGES HELP YOU TO LIVE THE LIFE YOU WANT!

If you have been assessed as eligible for a Home Care Package (HCP), we invite you to contact us and have a chat about what makes a CHS HCP the right fit for you. Call us on [1300 773 202](tel:1300773202) to find out how you can make the most of your HCP with the range of incentives that we have on offer, including:

A flexible approach to fees where you may pay minimal or no fees at all.

2 gift vouchers valued at \$120 each to spend on services of your choice.

Access to a range of high quality services, 7 days a week.

THANKS FOR CARING

The 7th of August is Aged Care Employee Day. This is a day when we say thanks for caring to all people working in aged care, be they contractors or employees, be they administration staff or someone who assists a person with shopping. In 2020, more than 360,000 people are caring for 1.3 million people in many different settings across Australia. At Country Home Services, approximately 200 contractors deliver caring services across our region – supported by 20 or so employees. We say a very big thanks for caring to all of you!



FALLS PREVENTION

At any age, having a fall can be a shock to the system. Over the last three months, the number of falls reported to us has increased. This may be due to a change in our reporting system or it could be due to an increase in falls. Either way, we have a role in sharing information that may prevent you from having a fall and we will do this through our newsletter as part of the service that we provide.

In 2019, 5,366 people were admitted to public hospitals in country SA because of a fall. About 72% of these people were over 65. However, having a fall is not an inevitable part of getting older. As they say, prevention is better than cure so here are three risk factors that may lead to a fall:

- *Your health and mobility* – such as muscle and joint weakness or pain, being unsteady on your feet, poor vision and some combinations of medicines.
- *Hazards* in your home and your local area can increase your risk of fall. These can include slipping and tripping hazards, wet or poorly lit areas and steps and stairs.
- *Osteoporosis* and being very thin with fragile skin can increase your risk of injury should you fall.

If you are concerned with any of these factors, please have a chat with us and we can point you in the direction for supports that keep you safe at home.

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/falls+and+preventing+harm+from+falls/falls+and+preventing+harm+from+falls>

If you, or someone that you know can access the internet, SA Health have a range of resources that can help you to assess your risk of having a fall. The webpage link is in the box above and we are happy to provide this information in hard copy if you or someone that you know is unable to access the internet. A very big thanks to SA Health for providing this information.

IMPORTANT PHONE NUMBERS

- Coronavirus (COVID- 19) Health Information Line. [1800 020 080](tel:1800020080). Call this line if you are seeking information on coronavirus (COVID- 19). This line operates 24 hours a day, seven days a week.
- Country Home Services. [1300 773 202](tel:1300773202). Call us if you need to update your health status or to provide us with an email contact.



Phone: 1300 773 202

www.countryhomeservices.org.au

Email: admin@countryhomeservices.org.au

The funding for these services is supported by the Australian Government Department of Health. Visit the Department's website (www.health.gov.au) for more information.

