

## Welcome to our March update

This year we have kicked off our CEO community catch-ups, where Ashley has been visiting our country communities and enjoying sharing time with clients, listening to their thoughts & experiences, and even solving a few problems along the way.

Each catch-up goes from 12-2pm and includes a free lunch.

Our next catch-ups are:

- 22nd of March - Gawler at Clonlea Park

\*More dates will be announced in our next newsletter



Laughs and good conversations at our Balaklava catch up

So when we come your way, know that we'd love you to drop by and join us for a chat and some lunch. Bring along any questions and feedback you have as we would love to hear it.

## Coffee, Tea and IT Sessions

Our 'Coffee, tea, and IT' sessions have also kicked off this year with great success and it has been wonderful to meet and help so many of you.

These sessions are held in our Country Home Services offices and we invite you to come along for a cuppa and if you've got questions or need help with your phone, laptop, or tablet bring them along. If we can't help, we'll try to find someone who can!

- CHS Kadina office, Suite 2, 12 Taylor Street: 1st Friday of each month, 10am – 1pm
- CHS Clare office, 40 Blyth Road: 3rd Wednesday of each month, 10am – 1pm
- CHS Nuriootpa office, 30-38 Barossa Valley Way, Level 1 Chateau Building Beckwith Park, 3rd Friday of each month, 10am -1pm

***If you'd like to attend the IT session or CEO community catch-up, but don't have transport, please give Kalie a call on 0448 577 973. We'll try to help – no guarantees, but we'll give it a go.***

## Lions Club - Free Skin Cancer Screening

The Lions Club Medical Research Foundation (SA) provides a mobile skin cancer screening service in country towns. The screening is conducted by qualified professionals. They will be offering this free service in our region in March and April 2023 as follows:

Maitland : 25th and 26th March - Clare : 15th and 16th April - Gawler : 22nd and 23th April

Whilst the screening process is free, they do appreciate a donation to support this important service. The screening takes approximately 15 - 20 minutes. Screening is by appointment only. For more information or to book an appointment please contact your local Lions Club.

Skin cancer is the most common cancer in the world, affecting millions of people every year. Early detection is critical and we strongly encourage you to take advantage of this important service - and tell friends and family who may also be interested. When more locations within our region are planned, we will provide details for you.

## Lite N Easy Meal Service

Lite n Easy have an advertising campaign on TV and radio at the moment. They are publicising that their service can be subsidised for clients receiving aged care services. It is important to note that Lite n Easy can only be subsidised for clients who are on a Home Care Package (HCP). For HCP clients, only part of the cost is covered by the package budget and the client pays for the cost of the food ingredients. (HCP budget funds must not be used to purchase food). It is not subsidised for clients on other programs – such as the Commonwealth Home Support Program (CHSP).

## Notes about your services

All of our contractors are required to provide us with a note following each visit to a client. The information they provide to us forms part of your client record. This is really important to ensure that we meet our obligations under the Aged Care Standards and meet quality requirements. We are particularly interested in knowing if there are any concerns about your health and well-being and any noticeable signs of deterioration so that we can assist you with additional support or advice.

If you have a change in your circumstances it is important to let us know – you can either mention it to your contractor/s who will feed it back to us, or ring us on our 1300 773 202 number to speak with a coordinator.

## Changes to the Home Care Package (HCP) program manual

An updated version of the HCP Manual was issued in January 2023. In this version there is more detailed instruction on what HCP budget funds can and can't be used for. We are applying these new instructions when considering purchase requests for HCP clients. For instance – purchase of dentures, hearing aids, spectacles, non-PBS prescriptions and many other items are now excluded and cannot be purchased through the HCP.

There is a version of the HCP Manual designed for clients – this is quite detailed and covers all aspects of the HCP program.

It is available on line from My Aged Care – via this link: <https://www.myagedcare.gov.au/sites/default/files/2023-01/operational-manual-for-home-care-package-consumers.pdf>

If you don't have internet access please contact us and we can arrange a copy for you.

## Flu season

The 2023 Influenza vaccination (Fluvax) will soon be available. We strongly recommend that clients, contractors and staff access this service. It will be available through Medical Centres (GPs) and some Chemists.

## Do you know someone who might be interested in working with us?

We are still seeking contractors to work with us and provide services that support clients to remain living in their own home as long as possible. We are looking for people who are flexible, caring, reliable and enjoy providing a range of care services. If you know of anyone who might be interested, please ask them to contact us on 1300 773 202 to have a chat.

## Direct Debit

Many of our clients now have a direct debit arrangement in place. There are many benefits for clients who have a direct debit for their monthly account. The banking system has many controls in place to make this a very safe way of transferring funds. The direct debit is used for regular payments – in this case your monthly account for services. It is not used for any other purpose. Having a direct debit to your back account requires a trust relationship between you as the client and Country Home Services. If you are interested in knowing more about this, please get in touch and one of our admin staff will explain the process to you and if you want to set this up, will then send you the necessary forms.

## Tips and Trick of the month

*Sometimes all you need to get a stubborn jar open is a little more grip.*

*Putting on rubber gloves might stop your hands from slipping and make the jar easier to open.*