

Client Update

Keeping you informed and connected

Welcome to the November update!

We know it's important that Country Home Services listens to clients, and work with you to make services and support even better. Earlier this year we began the Home Services Advisory Group. The group consists of clients who provide insight, direction, and advice to help us improve services and meet community needs.

The Advisory Group has been enthusiastic and consistent in their feedback that Country Home Services could offer social and wellbeing activities. In our December newsletter, we aim to have a list of options for activities between January and June next year!

Suggestions so far are:

- Cooking sessions with a local chef
- Gentle yoga/exercise classes (in-person and online)
- Information sessions about advanced care directives and bushfire preparedness
- Day trips to live music or theatre, or other places of interest
- High-tea and dancing
- Computer and mobile phone information sessions
- Archery for all ages and abilities

We'll do our best to make them easy to get to, fun, and low or no cost to you. We will see how it goes, and in June we'll check if it has hit the mark.

If you have ideas of other activities, or if you want to give feedback about the suggestions above, please email Kalie on kalie.ashenden@countryhomeservices.org.au, or call her on 0448 577 973.

She'd love to chat with you, and share your feedback with the Home Services Advisory Group.



A new program for in-home care

The recent Royal Commission into Aged Care Quality and Safety highlighted that the current in-home aged care system needs to be improved to better support older Australians. The government is interested in your thoughts, needs, and experiences to help build a better program.

The Minister for Aged Care, Hon Anika Wells MP, said this:

“Older Australians who have contributed so much to Australian society rightly expect to be well supported...For many older people, that means support to live safely at home and in their community. Approximately one million older Australians are supported through in-home aged care services ranging from transport and house cleaning through to clinical care such as nursing and allied health. Most people want to stay in their homes for as long as possible, and value the services that allow them to do this.

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The Australian Government is committed to resolving issues in the current aged care programs, starting with listening to the people who use and deliver the services.

The new in-home aged care program should:

- be simple to access and understand so that older Australians don't have to waste time getting the care that they need
- provide people with timely access to the safe and high-quality services they need, so they can live at home for longer
- provide people with real choices about who provides their services and the types of services that they receive
- have fair and transparent fees, and ensure that funds are directed towards care
- support workers to deliver the highest standard of care for older Australians living at home, including through remuneration that recognises the value and complexity of their roles,
- support providers to be more innovative and to invest in improvements to service delivery. "

You can have your say:

- online https://healthau.au1.qualtrics.com/jfe/form/SV_eR62WsCIVgyGtnw
- by calling 1800 318 209.

Stay healthy in the heat

The summer months are approaching and we want you to be safe and well! Here are some tips from SA Health:



Use air-conditioners and fans set to cool, put a wet cloth around your neck, or put your feet in a bowl of cool water.



Drink plenty of water throughout the day, even if you do not feel thirsty, and take a bottle of water wherever you go.



Swap large meals for smaller ones. Make cool meals, like salads, and avoid using ovens or stoves in hot weather – they can make your home much hotter.



Arrange for a friend or relative to visit you twice a day to check how you are and that you have everything you need to stay healthy in the heat.



Register with the free Red Cross Telecross REDi service on 1800 188 071. Trained Red Cross volunteers call older people up to three times a day to make sure they are well and coping in hot weather.



A trip to an air-conditioned public space, like the local library, cinema or shopping centre, may give you some relief from hot weather. But remember, avoid going outside in the hottest part of the day.

In a medical emergency, always call triple zero (000) for an ambulance

For more information

www.sahealth.sa.gov.au/healthyintheheat

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