



HAPPY AT HOME: THE AGELESS NEWSLETTER

July 2024

WE HAVE A NEW PHONE NUMBER

Home Care now has its own phone number.

Please call our new number if you'd like to talk about adding, changing or cancelling a shift.

You can also call our number to speak to any of our Coordinators.



8888 7700

HAVE YOU HAD A MEDICAL INCIDENT OR FALL?

Please remember to let the office know if you have been hospitalised or require ambulance attendance, for our records. This awareness allows our Support Workers to be prepared before their visit, and offer the correct quality assistance. If you need a visit from our nursing team to attend a wound dressing this can be organised by phoning the office on 8888 7700.

INTRODUCTION

Welcome to the 1st edition of the Home Care Newsletter. Our aim is to publish an edition Bi-monthly and include updates of Parkview operational updates, updates in the Home Care field plus general interest items. I hope you find it informative and a bit of fun.

Have a GREAT day ... Deb Adams, Home Care Manager

“One small Positive thought in the morning can change your whole day”

CONSUMER ADVISORY GROUP

We will be holding our first Consumer Advisory Group meeting on Thursday 25th July at Parkview Residential Car Facility at 10.30am in the Boardroom. We will supply morning tea. Please call and RSVP to Belinda on 8888 7700 by Monday 22nd July

GARDENING AND HOME MAINTENANCE

We welcome Steve who has started as our Gardener/Home Maintenance person, to be split between our residential facility and our Home Care program. We have ordered a new gardening trailer and utility to tow it. Some of you may already know Steve as he's been working with us for a few years now as a contractor. Belinda (from the office) will be contacting everyone shortly to discuss your needs and give you the option of changing gardeners.





Who do I call for Medical Issues?

MEDICAL EMERGENCY

Call 000 for URGENT medical assistance

MENTAL HEALTH EMERGENCY

Call Mental Health Triage Service: 13 14 65

GENERAL MEDICAL ADVICE

Call Health Direct; 1800 022 222

24-hour health advice line and service directory providing expert health advice and information.

For non-urgent medical issues book an appointment with your GP for medical assistance.



HOME CARE CLIENT LUNCH CHANGE OF DATE

Friday 23rd August 2024 12.00-2.00pm

We've had to change the date of the Home Care lunch. We will be having the lunch at Prince Edward Hotel 32 Hughes St, Wallaroo,

They are putting on a senior's menu. Below are some idea of what you can order for \$14.00. Schnitzel with Gravy, 1-piece Butterfish with Chips, Rissoles with Mash and Gravy, Crumbed Sausages with Mash and Gravy, Beef and Mushroom Hot Pot with Mash, Marinated Chicken Thigh with Mash and for dessert Apple Danish and Ice-Cream for \$5.50.

RSVP to Belinda by Friday 16th August on 8888 7700

DISABILITY, AGING & LIFESTYLE EXPO 2024

Once again Parkview Community Care will be exhibiting at the DAL Expo being held at the Copper Coast Sports and Leisure Centre on Wednesday 31st July and Thursday 1st August 10.00am to 4.00pm. Come down and see the team. Enter our competition to guess how many Jelly Beans are in the Jar. The correct guess wins the Jar of Jelly Beans. Entry is Free.

FEEDBACK ON YOUR FEEDBACK

Firstly, we would like to thank you for the feedback you provide us. It is very important. It comes to us in a variety of ways:

Conversations - an important way for us to find out from you how everything is going. These may be general conversations or more specific at reviews.

Complaints - are critical to us for continuous improvement.

Compliments - a way that we know things are going well and an opportunity to thank the person receiving the compliment for their good work.

Satisfaction Surveys - provides an overview of the service you receive from your perspective, on what we are doing well, where we can improve on this and allows us to provide important information to you where we see some gaps.

Communication - is the key to receive the support you need in the way that is important to you.

In our next newsletter we would like to provide you with some trending analysis of the data from our complaints and compliments register, and from the satisfaction surveys.



PROFESSIONAL BOUNDARIES

All formal working relationships need connection and trust to work well – especially relationships between clients and their support workers.

While it's important that support workers make clients feel at ease when working with them, it's equally important to not mix up personal and professional boundaries.

The relationship between an individual and their support worker should always keep these boundaries clear. This means both sides need to understand what the support worker is supposed to do – and, just as importantly – what they're not supposed to do.

Support worker professional boundaries are essential.

Boundaries are not to make other people happy. They are to keep you feeling safe.

What is a professional boundary?

Professional boundaries protect the space between a worker's professional power and their client's vulnerability. If support workers don't maintain these boundaries, problems can arise, such as:

- Getting too involved or attached to a client
- Treating a client in a special or exceptional way
- Mixing emotions or blurring the lines between work and home life
- Sharing personal information about a client, or oversharing about themselves
- Seeing their client as only a friend, or letting their clients think of them as only a friend, not a support worker.

Professional boundaries can be tricky and often cause disagreements because they relate to personal values, and can change over time.

While we often talk about what is 'right' and 'wrong', and rely on 'common sense', it is always straightforward. For example, a support worker might feel it's rude to refuse a gift, even though Parkview's policy says gifts cannot be accepted.

Recognising early warning signs of support worker boundary issues

The nature of your support worker's role can mean you are in many intimate situations together. They may have access to private or confidential information. It can be tricky to identify when your boundaries are being crossed.

Some signs that there could be issues with your support worker maintaining professional boundaries:

- Discussing personal, financial or relationship issues
- Either party asking for favours
- Regularly staying much longer after the shift has finished
- Visiting clients outside of hours, or being asked to visit outside of hours

If you feel the support worker professional boundaries are being crossed, it's a good idea to talk to your Coordinator to reestablish professional boundaries.



Find the Word Search

Ice Cream Flavors

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T	U	O	H	A	A	U	E	T	A	R	S	C	Y
O	N	O	O	E	T	W	A	A	N	U	L	A	C
N	E	K	C	T	U	O	B	T	C	I	N	R	V
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- COCONUT
- STRAWBERRY
- VANILLA
- FUDGE
- ROCKY ROAD
- COOKIE DOUGH
- NEOPOLITAN
- COTTON CANDY
- HOKEY POKEY
- CHOCOLATE
- MOOSE TRACKS
- GREEN TEA
- TIGER TAIL
- PECAN
- REESES
- BANANA

Play this puzzle online at : <https://thewordsearch.com/puzzle/416/>