



AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT

Newsletter
July 2024



UNDERSTANDING CARE PLANS



WHAT'S INSIDE

- ACCESSIBLE GARDEN BEDS
- WHAT IS TRANSITION CARE?
- PROTECTING YOURSELF FROM SCAMS
- FREE EVENTS FOR CARERS
- INTRODUCTION TO THE VILLAGE HUBS INITIATIVE

Product Spotlight: Vegepod

Although the benefits of pottering around in the garden are well documented, physical limitations and other medical conditions can make gardening difficult. But one Aussie invention is revolutionising the way we garden, to make it more accessible than ever.

Say hello to Vegepod - the world's most accessible and pain-free raised garden beds.

Not only is the garden maintenance minimal, these compact, waist-height garden beds reduce the need for bending and help to support older people who may be at risk of falls or other injuries.

Here are just some of the benefits of Vegepods:

- Self-watering technology - plants can last for weeks without watering
- Amazing growth rates producing nutritious home grown produce
- No chemicals needed to keep pests away
- Portable - optional stand, wheels and shade covering
- 300 - 400 varieties of vegies and herbs can be grown

Whilst the government have unfortunately excluded raised garden beds from being purchased using home care packages funds, we want to show you this great product which you can purchase privately if you wish.

Your package can instead fund a regular Support Worker to spend some pleasant time together with you, tending your flowers and vegetables in your Vegepod.

Ph: 1800 428 431

<https://vegepod.com.au>



Better Health & Wellbeing

Choosing Wisely Australia® has created this handy checklist for healthcare consumers. Use these 5 questions* to ask your doctor or other healthcare provider to make sure you end up with the right amount of care — not too much and not too little.

1

Do I really need this test, treatment or procedure?

Tests may help you and your doctor or other health care provider determine the problem. Treatments, such as medicines, and procedures may help to treat it.

2

What are the risks?

Will there be side effects to the test or treatment? What are the chances of getting results that aren't accurate? Could that lead to more testing, additional treatments or another procedure?

3

Are there simpler, safer options?

Are there alternative options to treatment that could work? Lifestyle changes, such as eating healthier foods or exercising more, can be safe and effective options.

4

What happens if I don't do anything?

Ask if your condition might get worse — or better — if you don't have the test, treatment or procedure right away.

5

What are the costs?

Costs can be financial, emotional or a cost of your time. Where there is a cost to the community, is the cost reasonable or is there a cheaper alternative?

Remember to keep in touch with your care manager when your health or care needs change or as new health conditions are diagnosed. This will help ensure your care plan can be updated to reflect your needs.

*Adapted from material developed by Consumer Reports. Under licence from the ABIM Foundation

What is the Transition Care Program?

The Transition Care Program (TCP) is designed to help older people recuperate after a hospital stay to help you regain functional independence and confidence. You can access TCP even if you have a home care package or CHSP services in place.

Lasting up to 12 weeks, the program is funded to provide a range of tailored supports and can include:

- Personal care
- Nursing support
- Allied health care: occupational therapy, physiotherapy, dietetics, podiatry, social activities and social work
- Case management



These services can take place in your home, or a residential respite facility whilst any aids and equipment are being arranged for you to safely return home. A transition care coordinator will be appointed to help you set goals to get the best possible outcome.

What happens to my Home Care Package during the program?

Although your home care package will be 'on hold', you will keep accumulating your full subsidy (including any supplements) for the first 28 days.

Is there a cost for TCP?

Yes, there are some costs to receive TCP which will be discussed with you at the time of your assessment in hospital.

During a hospital stay, if you've been assessed as eligible for the Transition Care Program, it's important to inform your case manager so they can continue to support you while you receive the necessary care. They will also ensure you continue to accumulate your HCP funding so it's available to you when the program ends.

Data reveals 65+ are most vulnerable to scams

Many people have turned to online shopping because of COVID-19, but at the same time, scams have become more widespread. It's not just online shoppers who need to be alert, as many of these losses are from phone-based scams.

Scamwatch is urging people to be extra vigilant about scams, after combined losses have robbed consumers of \$92 million in 2023.

Statistics show that older people are the most vulnerable, **with people aged 65 years and older making the most reports and losing the most money.**

Scams can be very sophisticated, as the scammer might claim to be from your bank, internet providers, telecommunications, Australian Federal Police and the Australian Tax Office.

Here's what you need to know:

- If you are contacted by someone you suspect is a scammer, end the call immediately. Do not call them back on the number they called you on.
- Banks, the ATO or Federal Police will never call, email or contact you via social media to threaten to arrest you, demand you withdraw money or ask you to confirm personal details over the phone.
- Never open a link on your mobile phone or email from someone you don't know. Wait, and ask someone you trust you check before you do anything.
- Australian Government departments will never demand payment for fines or other matters over the phone.

People who suspect they may be a victim of identity theft should contact IDCARE (a free government funded service).

Ph: 1800 595 160

<https://www.idcare.org/>

<https://www.scamwatch.gov.au/types-of-scams>



Top 10 tips for understanding your Care Plans

Care Plans are a necessary and important part of receiving a home care package. A good care plan begins with a range of comprehensive assessments that help build a picture of each consumer as an individual, followed by matching suitable services and supports to meet those assessed needs. Your assessments, goals, care plan and budget are all inter-connected, and they guide the way your package funds are allocated every month.

Here are the Top 10 things you most need to know about Care Plans:

1. Every home care package consumer must receive a copy of their initial care plan within 14 days of commencing a home care agreement.
2. As your provider, we must work in partnership with you to develop and agree on the care plan goals and actions.
3. Your ACAT assessment and our care assessments are the joint foundations for your care plan development. It doesn't matter how long ago your ACAT assessment occurred - those issues are the reason you were approved for the package you have today.
4. Your goals, needs and preferences should be reflected in your care plan – and because everyone is different, it must be individually tailored to your specific needs.
5. It must be reviewed and updated at least once every 12 months or as your needs change, for example, if you have been in hospital, experienced a deterioration in health, or if other circumstances have changed for you.



Top 10 tips for understanding your Care Plans (continued)

- 6.** Your package level and budget is matched to your care needs and is meant to be fully utilised to meet those assessed needs. Unless you need to accumulate funds for something specific, there is usually no need to 'save for a rainy day'.
- 7.** Your care plan should include your goals, and the actions and services in place to help you meet those goals.
- 8.** It should include all the informal care and supports you receive to help you meet your goals, even if the package doesn't pay directly for them, including the help your family, friends and others provide to you.
- 9.** Relevant parts of your care plan should be shared with people who will be helping you to meet your goals, such as support workers, nurses etc.
- 10.** It should be a flexible document that changes and updates when new supports and services are recommended for you. All package spending needs to be aligned with your care plan.

You can help to keep your care plan up-to-date by ensuring your support workers and care manager are aware of any changes, and by participating in the necessary updates when new services and supports are recommended or required.

Please contact your care manager for a chat about your care plan goals and to make sure your package budget is being fully utilised to meet your assessed care needs.



Have you heard about the Village Hubs initiative?

If you're not familiar with Village Hubs, they are a fantastic initiative of the Australian Government's Seniors Connected Program, designed to alleviate loneliness and social isolation experienced by older adults.

The hubs are located in both regional and metropolitan areas, and are open to all older Australians, including older people belonging to Aboriginal, Torres Strait Islander, Culturally and Linguistically Diverse, and LGBTQI communities.

Each hub provides innovative opportunities for older people to improve their mental and physical health through the benefits of increased community connections.

Although services and activities vary from location to location, some of the opportunities include:

- Practical health and wellbeing sessions
- Intergenerational relationships and activities
- Advocacy on important issues
- Advisory Groups for LGBTQI elders
- Healthy ageing pop-up events
- Using apps to connect community members across rural areas

Currently there are 12 new hubs in specific regions across:

NSW ~ VIC ~ QLD ~ WA ~ SA ~ TAS

To get involved and find out if there's a village hub opening near you, simply contact ILA or ask your care manager for assistance.

Ph: 08 6202 4700

<https://www.ilaustralia.org.au/rethink-ageing/villagehubs/meet-the-hubs>



What is the Hospital in the Home service?

Hospital in the Home is a rapidly growing service, that may be used to prevent admission to hospital when you have a medical condition that may be able to be managed from home.

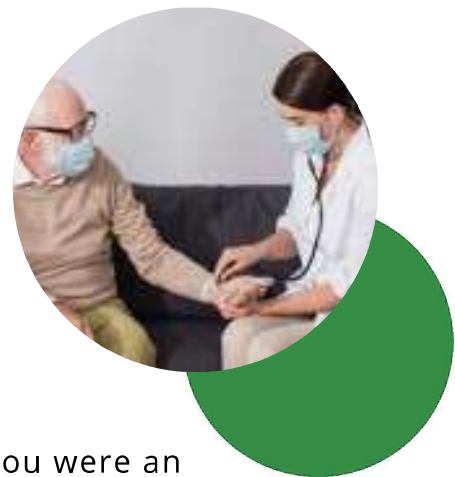
Another type of *Hospital in the Home* can occur through early discharge. This allows patients who are not critically ill to be discharged to complete their recovery at home with quite an intensive level of care.

You can only be offered this service if you are clinically stable, live in a suitable environment, have support at home e.g. a carer and access to a telephone.

While receiving Hospital in the Home, you will still be regarded as an inpatient and remain under the care of your hospital doctor. Your care team can include doctors, nurses and allied health professionals, such as physiotherapists or occupational therapists.

What are the benefits of Hospital in the Home?

- Recovery in the comfort of your own home
- Less noise, allowing for a better quality of sleep
- No need to share a room with strangers
- Reduced chance of hospital-acquired infection
- Fewer complications, such as delirium
- Easier access to family and friends



If you are a public patient, costs are usually the same as if you were an inpatient, but always check with your medical team to find out about costs.

Let your care manager know in advance if this something you'd like to consider, in case you have a hospital admission at some stage in the future.

News from our friends at Carers Australia

Carers Australia is the national peak body representing Australia's unpaid family and friend carers.

Together with carer agencies in every State and Territory, we represent over 2.65 million carers across Australia, including over 772,200 carers of older Australians. Our shared vision is an Australia that values and supports the contribution carers make both to the people they care for and to the whole community.

Our latest [National Carer Wellbeing Survey](#) found carers are two and a half times more likely to have low wellbeing, and much higher psychological distress, compared to the average Australian.

While many carers identify caring as a positive experience, this research shows caring can impact all aspects of a person's life; from the way they engage with the community to how they access support services. We also know the COVID-19 pandemic has resulted in an increase in unpaid care responsibility.

Carers Australia has created a range of Caring for Carers resources for GPs and other medical professionals to identify and support carers.

To keep up to date on upcoming events, carer-related issues and related sector developments, you can subscribe to the weekly Carers Australia National News via their website:

<https://www.carersaustralia.com.au/news-media/subscribe-to-the-enewsletter/>

If you don't have access to the internet, please ask a family member, friend, or your care manager to assist you to get the information you would like to receive.

Or give Carers Australia a call directly on:

Ph: (02) 6122 9900



Free online events for carers!



June 24th - Navigating My Aged Care

My Aged Care includes a wide range of services and supports available to support older people to stay at home longer, including respite. However, many carers find the aged care system to be confusing and difficult to navigate. Join this 90 min session to find out what's available. [Learn more >](#)

June 25th - Health and wellbeing for carers

While caring for and supporting a family member or friend is often rewarding, at times stress may cause carers to feel physically and emotionally overwhelmed, making it difficult to cope. This event will provide an opportunity to develop a self-care plan, to address your health and wellbeing. [Learn more >](#)

June 28th - National Gallery Australia - Art and dementia online

This is a social and creative program for people living with dementia and their carers from across the country, that engages participants with the National Gallery's collection through discussion and art making. [Learn more >](#)

July 2nd - National Gallery Australia - Art for carers online

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection. [Learn more >](#)

August 5th - Communication and dementia

This event provides information on dementia, the way we communicate and how changes in communication can occur as a result of dementia. [Learn more >](#)

*Events are open to all carers Australia wide no matter where you live.

**Need help getting online? The Good Things Foundation can help:

<https://www.goodthingsfoundation.org.au/learn/>

Word Search:

Famous Aussie inventions



Find the hidden words by searching for only the words in bold

- Powered **flight** • Electric **drill** • **Boomerang** • **Notepad** • Car **radio** • **Speedos**
- **Pacemaker** • **Wi-Fi** • Black **box** flight recorder • **Ultrasound** scanner • **CPAP** mask
- Google **Maps** • Bionic **ear** • Electrical power **board**

Explore the topic: en.wikipedia.org/wiki/Timeline_of_Australian_inventions

