

December 2022

# The Infinity Heartbeat

SUMMER AND CHRISTMAS - WHAT A GREAT COMBINATION  
THE WARM DAYS GIVE US A POSITIVE LIFT, SPIRITS ARE HIGH AND EVERYONE IS  
BUSY PREPARING FOR THEIR OWN VERSION OF FESTIVITY, WHATEVER THAT MAY  
BE FOR THEM.

WE EACH HOLD OUR OWN MEMORIES OF CHRISTMAS WITH SOME TRADITIONS  
CARRIED ON BY THE NEXT GENERATION, FOR SOME OF US WE REMEMBER  
CHRISTMAS IN WINTER.

WHEREVER AND HOWEVER YOU SPENT CHRISTMAS IN THE PAST EACH YEAR IS  
A CHANCE TO ENJOY THE FESTIVITIES AND MAKE MORE MEMORIES TO ADD TO  
THE LIST.

SO MANY WAYS TO ENJOY THE SEASON, WITH FAMILY, FRIENDS, OUR LOCAL  
COMMUNITY AND THE VILLAGE COMMUNITY, AND SOMETIMES WITH PEOPLE WE  
HAVE JUST MET

HOWEVER, YOU ARE SPENDING YOURS, ENJOY, AND REMEMBER TO SAVOUR THE  
MOMENT. IT IS UNIQUE AND WILL BE GONE ALL TOO SOON.

Rachel 





# R E S P E C T

## **National Aged Code of Conduct from 1st December 2022**

The introduction of a national code to improve safety and wellbeing for consumers and to boost trust in services. The code sets out standards of behaviour and applies to all aged care providers, management, workers, contractors and subcontractors.

### **Code of Conduct**

- 1) Act with respect for people's rights to freedom of expression, self-determination and decision making.
- 2) Treat people with dignity and respect, value their diversity.
- 3) Act with respect for privacy of people
- 4) Provide care and supports and services in a safe and competent manner, with care and skill
- 5) Act with integrity, honesty and transparency
- 6) Promptly take steps to act on concerns about matters that may impact the quality of safety of care, supports and services
- 7) Provide care supports and services free from all forms of violence, discrimination, exploitation, neglect and abuse and sexual misconduct.
- 8) Take reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse and sexual misconduct

# Infinity News



Most of you would have met our newest member of the office team Rebekka known as Bekk. Bekk is our Roster and Admin Manager, and you will find her at the Infinity Reception.

We are busy implementing all the industry changes that are commencing now following the royal commission recommendations to improve aged care in all sectors. We have engaged a consultant to support us to do this to make sure we stay on track and to guide us through the maze of information. This way we know we are delivering care to you that follows the legislation and guidelines which means a better quality services.

Our office renovations are nearing completion having been delayed, giving us more space to sit so we can stay safely distanced.

Thank you to those who completed the recent survey, remember if you wish to discuss a comment in more detail, we are happy for you to come to see us.

Having recently made some changes to how our time is managed with extras clients request outside of the reviews, I am pleased to say this is beginning to be reflected in our daily workload being more manageable. We still have a way to go, and we thank you for your understanding in appreciating the best use of our time for all clients, and also for reading and applying the requests sent out in our recent letters.

We have numerous aged information sheets and copies of our letters in reception, please feel free to come in and take a look and introduce yourself to Bekk. The more information you have access to the more you understand your homecare package, there is a lot of information to take on board and sometimes it is a good idea to re-read the information. We also supply this information in your home folders to access when it suits you.

# Did You know ?



- If you go into hospital or into respite care, you must inform Infinity Homecare - we have to report this information for the number of days you are away to the department for your funding from the government to be correct and accurate.
- Before we can process your statements, we have to check the details for your subsidy amount against a statement from the department - so it may vary each month on the date you receive yours because of this.
- You need to provide us with 24hrs notice to cancel a service that has already been agreed on and rostered, otherwise you will be charged for the service as we still have to pay the staff member
- You can talk to Bekk about changes or concerns to your roster weekdays from 09.30 - 2.00pm during her work hours. Remember you may be charged for certain changes, Bekk will let you know, or you can read the letter sent out to you recently about these charges
- Home Care Services are based on agreed regular services, we are not able to provide emergency support and emergency care. We can give you a kit to help you plan for the unexpected to ensure you or your loved one is supported and reduce the stress when things go astray. It identifies who will support you in an emergency in a written plan to share while extra care is arranged or discussed...  
. Ask us for a copy..... It pays to be prepared



# Falls

It won't happen to me.....are you sure??  
But what if it does, it may mean a hospital stay, rehab, respite or even Residential Nursing Home. You might experience an ongoing loss of confidence and independence....Talk to us about your risk and how you can stay on your feet and living the life you want in your own home

## FALLS ARE PREVENTABLE

Follow these three steps to help prevent slips, trips and falls, so that you can get on with enjoying the fun things in life.

### Move Your Body

Moving your body will improve your balance and posture, strengthen your muscles and bones, and improve your overall fitness and general wellbeing.

### Improve Your Health

Looking after your health and wellbeing is essential at all ages to help keep you independent and reduce illness. Be aware of your body and mind. If you notice any changes such as feeling dizzy, pain, drowsy or depressed, please see your GP.

### Remove Hazards

As your body gets older changes will occur. Feel confident that you can adapt to these changes and make your home safer so that you can get on with enjoying life.

# How to survive the Heat



## Who is at Risk?

- the elderly—especially those who live alone
- people who suffer from a pre-existing medical condition—such as diabetes, kidney disease or mental illness
- People who take certain medication. If you take medication, consult with your doctor for more information.
- people with mobility problems or disability who may not be able to identify or communicate their discomfort or thirst

Please remember your care staff visiting you are exposed to the heat during their working days. As their employer, Infinity has a health and safety responsibility to ensure our staff have a safe environment to work in and that includes during the summer heat.

We please request that you put your air conditioners and fans on during their visits especially when they are doing personal care and domestic services. We encourage our staff to carry water and a phone during their service for safety. It is also important our staff have allocated meal breaks and services should finish on time to allow for this. By working together, we can ensure everyone stays safe in the summer months Our staff are our most important asset - lets look after them.....

# HEAT-RELATED ILLNESSES

## WHAT TO LOOK FOR

## WHAT TO DO

### HEAT STROKE

- High body temperature (103°F or higher)
  - Hot, red, dry, or damp skin
  - Fast, strong pulse
  - Headache
  - Dizziness
  - Nausea
  - Confusion
  - Losing consciousness (passing out)
- Call 911 right away-heat stroke is a medical emergency
  - Move the person to a cooler place
  - Help lower the person's temperature with cool cloths or a cool bath
  - Do not give the person anything to drink

### HEAT EXHAUSTION

- Heavy sweating
  - Cold, pale, and clammy skin
  - Fast, weak pulse
  - Nausea or vomiting
  - Muscle cramps
  - Tiredness or weakness
  - Dizziness
  - Headache
  - Fainting (passing out)
- Move to a cool place
  - Loosen your clothes
  - Put cool, wet cloths on your body or take a cool bath
  - Sip water
- Get medical help right away if:**
- You are throwing up
  - Your symptoms get worse
  - Your symptoms last longer than 1 hour

### HEAT CRAMPS

- Heavy sweating during intense exercise
  - Muscle pain or spasms
- Stop physical activity and move to a cool place
  - Drink water or a sports drink
  - Wait for cramps to go away before you do any more physical activity
- Get medical help right away if:**
- Cramps last longer than 1 hour
  - You're on a low-sodium diet
  - You have heart problems

### SUNBURN

- Painful, red, and warm skin
  - Blisters on the skin
- Stay out of the sun until your sunburn heals
  - Put cool cloths on sunburned areas or take a cool bath
  - Put moisturizing lotion on sunburned areas
  - Do not break blisters

### HEAT RASH

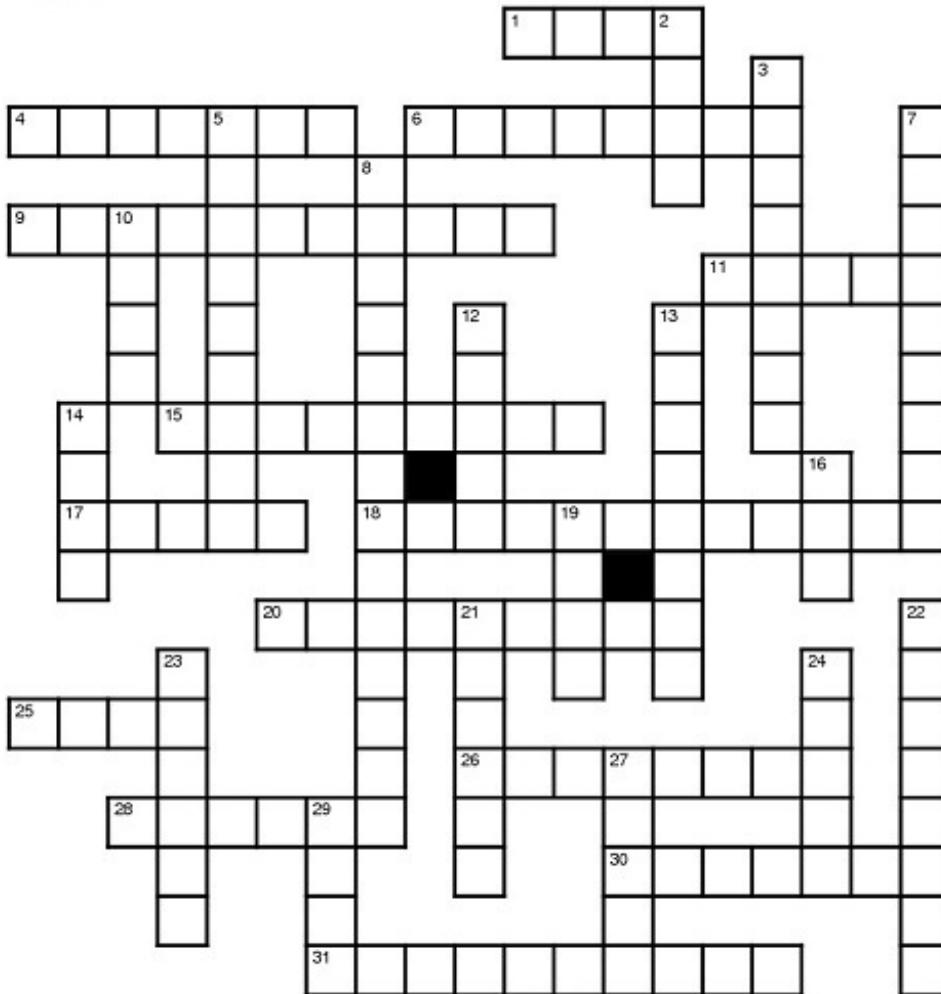
- Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases)
- Stay in a cool, dry place
  - Keep the rash dry
  - Use powder (like baby powder) to soothe the rash







# Christmas Crossword



Merry Christmas!

## Across

1. Another word for present.
4. Santa's door?
6. Animals that pull Santa's sleigh.
9. What people put on their Christmas tree.
11. Something on Santa's face.
15. The day after Christmas.
17. Santa's helpers.
18. The day before Christmas.
20. A piece of snow.
25. What Santa gives to bad girls and boys.
26. A sock that hangs by the chimney.
28. People put these bright things on their house.
30. A reindeer with a red nose.
31. A jolly man in a red suit with a beard.

## Down

2. Something people decorate.
3. What people give each other.
5. Where Santa's workshop is located.
7. A striped Christmas treat.
8. Drink and food left for Santa.
10. Something people send to each other to say 'Merry Christmas'.
12. The presents are usually \_\_\_\_\_ the tree.
13. The month of Christmas.
14. Look at a present before you should.
16. The color of Santa's suit.
19. A common decoration for the top of the tree.
21. A famous snowman.
22. The place where Santa makes toys.
23. Santa's car?
24. A common decoration for the top of the tree.
27. A Christmas song.
29. What Santa gives to good girls and boys.







## Christmas Dessert

### Cheat's mango cheesecake dessert cups



**250g cream cheese, at room temperature**

**1 cup thickened cream**

**125ml double cream**

**1/4 cup caster sugar**

**1 lemon, rind finely grated**

**1 tbsp lemon juice**

**1 small mango, peeled, thinly sliced**

**Passionfruit pulp, to serve**

**Mint leaves, to serve**

**Edible flowers, to serve (optional)**

**Beat cream cheese in a bowl until smooth. Add thickened cream, double cream, sugar and lemon rind. Beat for 2-3 minutes, until thick and creamy. Stir through lemon juice until combined.**

**Dollop some cream cheese mixture in the base of four 250ml glasses. Top with sliced mango. Continue layering and finish with mango slices. Top with passionfruit pulp, mint leaves and edible flowers, if you like.**



Renee, Rachel and  
our Infinity Team  
would like  
to wish you  
a very Merry Xmas  
and a  
Happy New Year.

