

## INSIDE

## Home Care Services Manager Update

### Quote of the Month

You are never too old to set another goal or dream a new dream.

C.S. Lewis



### Infinity Newsletter Content

If you have any suggestions, jokes, poems or ideas for the newsletter, please email to: [megan@infinityhomecare.com.au](mailto:megan@infinityhomecare.com.au)

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Office Hours: 8am to 4pm Monday to Friday.

Services Delivered: 7am-7pm -  
7 days a week

Welcome to our new look Infinity Heartbeat Newsletter.

Firstly, I would like to introduce myself, I started with Infinity Home Care on the 30<sup>th</sup> January 2023 as the Home Care Services Manager. When Renee offered me the role, I jumped at the chance to work with Renee and her team. The opportunity to work in the Home Care Sector excited me, helping you to remain living in your home and support you with the wonderful services Infinity Home Care deliver is why I said YES.

Over the next few months, I will contact our Infinity Clients to come and visit to chat about your services, to seek your feedback and get to know you.

We are here to help you to live the life you choose, to continue to live in your home and choose the services you want.

This month, we have employed three (3) new Carers, Amanda Pope, Leah Gunn and Helen Birch. No doubt some of you have already met these lovely ladies.

The Infinity Office now has a landline phone number: **5408 4394**. Please ring this number to speak to our lovely Administration Manager, Bekk Pugh.

The Clinical Team, Clinical Nurse RN Claire Li, and Endorsed Enrolled Nurse Katie Ferguson have a new mobile: **0478 828 006**. Please call this number for all clinical enquiries related to your care.

I hope you enjoy reading this edition,

until next time.....!

Megan





## Aged Care Reforms

The Royal Commission recommendations, includes reforms to the Home Care sector. Some of these are already in place:

- Code of Conduct effective 1<sup>st</sup> December 2022
- SIRS effective 1<sup>st</sup> December 2022
- Strengthened Governance, relating to governing body membership, leadership and culture effective 1<sup>st</sup> December 2022.

### Reforms in 2024

- A new Support at Home program supports senior Australians to stay in their homes and keep connected to their communities.
- Single assessment workforce will continue assessments for the new support at home program.
- Introduction of a new, values based Aged Care Act.

Infinity will keep our clients up to date on the reforms as we receive the latest news.

## The new Support at Home Program

The Australian Government in consultation with older Australians and key stakeholders to develop a better home care program.

The Federal Government has released its [\*Support at Home Program Overview paper\*](#), which outlines what the program design could look like, including assessment, services, funding arrangements and care management.

The timeframe for the new Support at Home Program to be fully implemented is 1<sup>st</sup> July 2024.

If you would like to read more, access the link below

<https://communitycarereview.com.au/2022/01/19/government-releases-overview-of-new-home-care-program/>

## Information Systems STD 1

Infinity Home Care are required to comply with the Aged Care Quality Standards and will be assessed and must be able to provide evidence of our compliance with and performance against the Quality Standards. There are eight (8) individual standards. Each newsletter will give you insight into each standard.

**Standard 1** - Consumer Dignity and Choice outcome for the consumer is "I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."



## Emergency Evacuation Plans - Update

Laguna Estate has an emergency evacuation plan in place for all residents in the event of an emergency example: Cyclones, Bushfires, Power outage.

The fire wardens are:

**Laguna Staff:** Renee Blake, Debbie Tregear, Amber Luna and Judy Russo (Night Carer)

**Residents:** Sharon Wilson, Ken & Julie Edwards, Val Bush, Viv Parker, Denis & Carol Dacey, Helen & Barry Smith.

The Fire Wardens are responsible for the implementing the emergency procedures for the village and for promoting awareness to residents living in the village about the fire emergency.

## Easter holidays

Good Friday 7th April

Easter Saturday 8th April

Easter Sunday 9<sup>th</sup> April

Easter Monday 10<sup>th</sup> April



## Complaints & Feedback

Infinity Homecare strongly encourages clients to provide feedback on the services we provide. This assists us to better meet your needs, look at safety, staff training and provide a high level of customer service to you.

If you are unhappy with any of the services you receive, please let us know.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Infinity Homecare.

If you would like make a complaint or pass on any feedback, you can contact the Homecare Services Manager or Infinity Home Care Director for a confidential conversation on 5408 4394. Remember that you can use an advocate to assist you. Advocacy contact details are in the Home folder.

We also encourage you to complete the "CQI Form (Continuous Quality Improvement)" which you can submit anonymously in the Infinity Home Care Client Feedback Box located next to the Laguna Resident's letterboxes, or by post or dropping onto the Homecare Services Manager or by passing on via your Personal Carer.

CQI forms are available for clients, relatives, staff and external stakeholders to lodge feedback or a complaint or to suggest an improvement.

The Homecare Services Manager oversees the CQI system. A CQI form is attached.

## Client Corner



Kay and Leah getting ready to go out and about in the community.

## CHANGES TO YOUR SERVICES

There will be times when you need to make a change to your current services, like when you return from hospital or your care needs increase, please contact Infinity office as soon as possible.

The process to change your services will take approximately 2 weeks, as we must ensure that we have the staff to deliver the services and the documentation is updated to reflect these changes.

Infinity will also check your package funding to ensure that the change to your services will be met by your package funding.

## *Healthy Tip*

Drink lots of water throughout the day to keep yourself hydrated. Lack of hydration can lead to UTI's (Urinary Tract Infections) or Heat stroke.



## *Manual Handling Education*

Infinity staff receive ongoing education and training on how to safely assist Infinity Clients with transferring in and out of cars, up and down from chairs and beds, in and out of the shower. Staff are also trained on correct methods for use of equipment, like your 4WW.

*Until next time..... Megan*

