

Buckland Home Care Monthly Newsletter

August 2024

...we care

A warm welcome to August!

I hope you are all looking forward to the month ahead, as we eagerly await the warm weather that will soon follow.

I would like to announce the departure and best wishes to Vicki Hearnden, Home Care Manager, who founded and grew Buckland Home Care to the service we know today. On behalf of everyone, I want to express our deepest gratitude for her hard work and dedication, wishing her all the best in her future endeavours.

In light of this transition, I am both honoured and excited to announce that I, Klarisa, will be stepping into the role of Home Care Manager. Having worked closely alongside Vicki, I have gained invaluable experience and insight into the heart of Buckland Home Care. I look forward to continuing a high standard of care and support, while also exploring new opportunities for growth and innovation.

Thank you for your continued support and trust during this period of transition. As always, if you have any questions or need further information, please don't hesitate to contact me directly on 0434 364 440 or via email at klarisa@buckland-rv.com.au

Alternatively, our team is available Monday to Friday 8am to 4pm via Phone: 4752 2500 Option 2 or email: homecare@buckland-rv.com.au

Warm regards,

Klarisa Blazevic
Homecare Manager

In Other News:

National Aged Care Employee Day

Aged Care Employee Day is celebrated on August 7 each year and is a day to recognise the contributions of those who work in the sector. I would like to take this opportunity to thank each and every person who contributes to our service:

- Barbora Bezuchova
- Nerida Fawcett
- Valentina Blazevic
- Kristy Trudgett
- Yvette Shepherd
- Annette Dean
- Nicole McLintock
- Suzanne Edwards
- Jenny Hart
- Shane Lyons
- Belinda Walker
- Tracey Tishler

Their dedication, hard work and compassion does not go unnoticed. We are proud to have each of you a part of our team.

Belong Blue Mountains Bin Buddy Program

Buckland Home Care has partnered with Belong Blue Mountains who are trialling a new program to assist with taking bins out and bringing them in each week. The service is free and there is no eligibility criteria.

If you would benefit from this service please contact the Home Care office and we can refer you to the program, where a volunteer can assist based on availability.



Intergenerational Program

Buckland is launching an intergenerational program, bringing together 10 clients and 10-20 children for engaging activities aimed at enhancing social and well-being outcomes.

Over 5 weeks, participants will enjoy weekly 1-hour sessions of play, leisure, and learning at Bush Babies facility in Warrimoo.



Schedule:

- **Start Date:** 19th September (Thursday)
- **End Date:** 17th October (Thursday)
- **Time:** 9:30 AM – 11:00 AM

Please note that there is limited availability so please contact the office if you would like to attend.

Consumer advisory body- Expression of Interest

Overview

Buckland Aged Care Services would like to invite you to join our Consumer Advisory Body. The requirement, established on December 1, 2023, mandates the formation of an advisory body consisting of a member from the clinical governance committee, one employee, and either a consumer or a consumer representative. Meetings must be held at least every six months, with a report submitted to the governing body for consideration.

The advisory body is tasked with issuing recommendations rather than making decisions. It is not designed to deal with individual issues, focusing on the overall quality of our service.

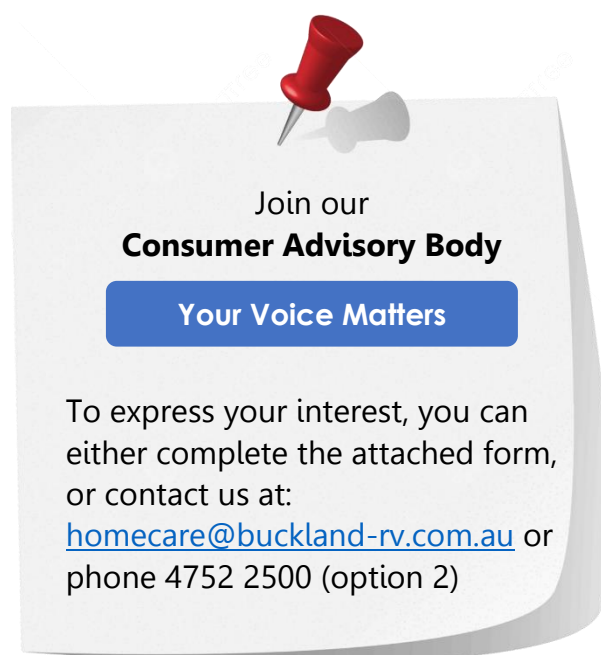
The advisory body currently comprises six members, including various employees, managers, and resident representatives from the residential care facility. As Home Care is a growing part of Buckland, we are looking to expand the advisory body and are seeking expressions of interest from our Home Care clients.

All recipients of our service are invited to submit an Expression of Interest as we aim to include consumers with a balance of experience, opinions, and diversity.

We are committed to the ongoing improvement of our care and services, and the comments, feedback and recommendations of the Consumer Advisory Body will be respected and genuinely considered.

Participation

Participation is voluntary but very welcome. Barbora, who many of you are familiar with, is representing Home Care administration and we would love to see some of our clients join.



DATES TO REMEMBER

August 9th

World Indigenous Day

August 19th

Bus trip to NSW Art Gallery

FEDERAL NEWS

The Federal Budget was announced on 14 May, and we were pleased to see the release of a further 24,100 Home Care Packages (HCP).

FEEDBACK & SUGGESTIONS



Any suggestions or feedback to better improve our service are always welcome and encouraged.

Attached is a copy of a feedback form which can also be found in your home files.

CONNECTING OVER COFFEE

Buckland is currently undergoing the construction of a coffee shop. We will keep you posted of any updates regarding its completion but we look forward to this new addition to our facility.

In the meantime, if you would like to book in a social support service to have a coffee and chat in one of our local cafes, please contact your support advisor or the Home Care office.



DEMENTIA SUPPORT

You don't have to deal with dementia alone. Dementia Australia offers information, advice and support, no matter your experience with dementia.

24/7 support- 365 days a year.

Call 1800 100 500 for free and confidential advice

ACCESSING CARE

Do you or a loved one need help accessing aged care services?

Buckland Home Care is here to help! Our dedicated Support Advisors can assist with navigating My Aged Care and will assist every step of the way from your initial referral to package assignment.



FEEDBACK FORM

WE VALUE YOUR FEEDBACK

Buckland Home Care is committed to ensuring that you have a positive experience with us and that you are happy with the services we provide to you. We take all feedback and complaints offered to us by clients, family members, carers, organisations and members of the community very seriously. We use this feedback to improve our services to you and ensure your ongoing satisfaction.

YOUR FEEDBACK WILL BE MANAGED:

- With respect and sensitivity
- Without prejudice or retribution to the complainant
- In a timely manner

1. Nature of your feedback:

Compliment

Complaint

Suggestion

2. Please write your feedback here in as much detail as possible:

3. Have you spoken to a staff member about this issue?

If yes, answer questions 4 and 5.

If no, continue to question 6.

4. To whom did you speak to?

5. What was the outcome?

6. Please indicate who is providing the feedback:

- Client Carer
 Relative Visitor
 Staff member (On behalf of the client) Other: _____

7. If you are not the client completing this form, are they aware that you are giving this feedback?

- Yes
 No

PERSONAL DETAILS

You may choose to remain anonymous, however, to receive any information regarding an outcome your details are required.

- I would like to remain anonymous.
 Name: _____

PREFERRED METHOD OF RESPONSE:

Email: _____
Mobile: _____

CONSENT TO USE THIS INFORMATION:

I authorise Buckland Homecare to use the information above for investigating and resolving the issues I have addressed.

Signature: _____

Date: _____

Consumer Advisory Body Expression of Interest

Full Name: _____

Contact Preference: Email Post Phone

Contact details: _____

Please tick the box that best describes you:

- I am a client of Buckland Home Care
- I am a carer or support person

Please post this form to Buckland Home Care at PO Box 117 Springwood NSW 2777.

Alternatively, please advise the office if you would like to join via phone: 02 4752 2500 (option 2) or via email: homecare@buckland-rv.com.au



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.