

Buckland Home Care Monthly Newsletter

September 2024

...we care

Greetings clients, families and carers,

As the days grow warmer, I'm thrilled to welcome the arrival of spring! The much-needed sunshine is sure to bring a beautiful month ahead. However, with the change in season, it's important to remember that warmer weather brings certain risks for older Australians.

This month's focus: Beat the Heat!

Preparing early can help protect you and the people you care for before summer arrives:

1. **Check your cooling systems:** Make sure your air conditioning units, fans, and other cooling systems are in good working order.
2. **Stay Hydrated:** Keep a bottle of water with you at all times and take regular sips throughout the day.
3. **Dress for the Weather:** Wear light, breathable clothing to stay cool.
4. **Plan Your Day:** Try to stay indoors during the hottest parts of the day, typically between 11 am and 3 pm.
5. **Be Sun Smart:** Apply sunscreen regularly, even on cloudy days, and seek shade whenever possible.

We would also like to take a moment to wish all the dads, grandfathers, and father figures a very Happy Father's Day for September 1st! Whether you celebrated with family or enjoyed a quiet day, we hope you feel appreciated and loved.



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Whilst R U OK Day is a nationally celebrated on September 12th, we encourage you to ask are you ok? any day of the year because it reminds us all to check in with one another. A simple conversation can make a big difference. If you or someone you know needs support, don't hesitate to reach out to our team or local community services.

We would like to kindly remind you that, for your safety and the wellbeing of our staff, it is essential that you are present in your home during any scheduled services. Unfortunately, our staff are not permitted to provide services in your absence, as this can pose risks for both you and our team. We greatly appreciate your understanding and cooperation in ensuring a safe and comfortable environment for everyone. Should you have any questions or need to reschedule your services, please don't hesitate to reach out to us.

At Buckland, we aim to work towards the best delivery of care for you and your loved ones. We take all feedback very seriously and encourage you to share your views on our service. Please feel free to fill out the feedback forms attached to this newsletter or contact a member of the team directly with any suggestions or concerns.

Wishing you all a joyful and sunny month ahead! As always, if you have any questions or need further information, please don't hesitate to contact me directly at 0434 364 440 or via email at klarisa@buckland-rv.com.au.

Warm regards,

Klarisa Blazevic
Homecare Manager



In Other News:

Bus Trip

Our recent trip on the 19th of August to the NSW Art Gallery was a great success, with five clients enjoying a wonderful day out. Building on this success, we are delighted to announce our next trip to Balmoral Beach. Nestled near Mosman in Sydney's North, this charming harbour beach offers waterside cafes and unbeatable views.

The trip is scheduled for October 14th and is an ideal opportunity to enjoy a relaxing day at the beach before the business of the holiday season and summer begins.

The details of the next trip are attached on the next page. If you're interested in attending, please let us know as soon as possible. We look forward to creating more wonderful memories with you!



Blue Mountains Home Library Service

If you are unable to visit one of the Blue Mountains Library branches you can receive a selection of Library items delivered to your home for free.

Items are delivered once every four weeks and borrowers can either self-select or let the Blue Mountains Home Library Service (HLS) Team choose for you. There is a wide range of resources including large or regular print books, talking books, magazines, music CDs and DVDs.

If you or someone you know is interested in our Home Library Service, please phone or email the below contacts and a friendly Home Library team member will contact you to discuss how to join.

Springwood Library: 4780 5040

Katoomba Library: 4780 5750

Email: homelibraryservice@bmcc.nsw.gov.au

Online: library.bmcc.nsw.gov.au

If you require extra assistance in joining the home library service, please contact your care advisor who can help arrange this for you




BUS TRIP TO BALMORAL BEACH


BUCKLAND INVITES YOU TO:

Join us for a delightful day at Balmoral Beach! Enjoy breathtaking coastal views, soak up the warm sun, and relax on the sandy shores tucked away in Sydney's north.

You're welcome to bring your own lunch or treat yourself to a delicious snack from the Balmoral Boat House. We look forward to a relaxing and enjoyable outing with you.

TO ATTEND PLEASE RSVP TO:

 Office: 4752 2500 (option 2)

 Homecare@buckland-rv.com



DETAILS:

When: Monday 14th of October 2024

Where: Balmoral Beach, NSW 2088

Arrive at Buckland: 9:45am

Departure: 10:00am

Return: 4:00pm

DATES TO REMEMBER

September 12th

R U OK? Day

September 14th

Local government elections

September 29th

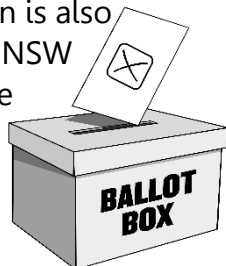
World Heart Day

FEDERAL NEWS

Local government elections are taking place on Saturday 14th of September.

Voting locations are available in local public schools and community halls.

More information is also available on the NSW Electoral Website



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

The highly anticipated coffee shop is expected to be completed in October.

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.



FINANCIAL SUPPORT

Legal Aid NSW offers information about your rights as an older person, including payments, rebates and the right to live in a safe and respectful environment.

Pensioners can apply for a number of rebates and concessions, including:

- Water rebate
- Seniors energy rebate
- Medical energy rebate
- Gas rebate
- Spectacles program

Call 1300 888 529 between 9am and 5pm for free legal advice. Their information officers can identify services in your area who can help you.

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: _____



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.