

Buckland Home Care Monthly Newsletter

December 2024



Dear clients, families and carers,

With Christmas just around the corner, we're looking forward to spreading holiday cheer and enjoying all the festivities of the season. But before we delve into the month ahead, I would like to take a moment to express our heartfelt gratitude to each and every one of you for entrusting Buckland with your care during 2024. It is a privilege and honor for every member of our team to support you.

This month we have a variety of fun activities planned, including our much-anticipated Christmas Luncheon. It will be a wonderful chance for us to come together and celebrate this past year.

We would also like to invite you to join The Cinema Social Club—an initiative funded by your Home Care Package. This club covers all expenses, including tickets, food, and door-to-door service. For more details, please see page 4 of this newsletter.

As we approach the holiday season, please note that public holidays fall on the following dates:

- December 25th (Christmas Day)
- December 26th (Boxing Day)
- January 1st (New Year's Day)

On these dates, our support staff will enjoy some well-deserved time off, and the Home Care Office will be closed. Rest assured, I, Klarisa, will be on call for any emergencies. All other inquiries and requests will be addressed when we return to the office.

Some of our support staff will be available to provide essential services. Non-essential services, such as house cleaning, will be rescheduled. If your non-essential service falls on a public holiday, our team will contact you to arrange an alternative date. If you have any concerns or need different arrangements, please reach out to us as early as possible so we can plan accordingly



Buckland Home Care | December 2024 Newsletter

We're also delighted to extend a warm welcome to our new team members. Please join us in welcoming Zoe, our new Administration Assistant as well as Diana, Trevor, and Anu who have joined our team of dedicated support workers. We couldn't be more excited to have them on board.

We look forward to seeing you at our holiday events and sharing in the festive cheer. For those unable to join us, we wish you a peaceful, joyful, and safe Christmas

As always, if you have any questions or require further information, please don't hesitate to contact me directly at 0434 364 440 or via email at klarisa@buckland-rv.com.au.

Merry Christmas and Happy New Year from all of us at Buckland!

Warm regards,

Klarisa Blazevic
Homecare Manager





YOU'RE INVITED TO
BUCKLAND HOMECARE'S

CHRISTMAS PARTY

JOIN US FOR A FESTIVE LUNCH FEATURING
DELICIOUS FOOD AND DELIGHTFUL MUSIC,
THOUGHTFULLY CATERED BY BLUE
MOUNTAINS FOOD SERVICES.

DECEMBER 12



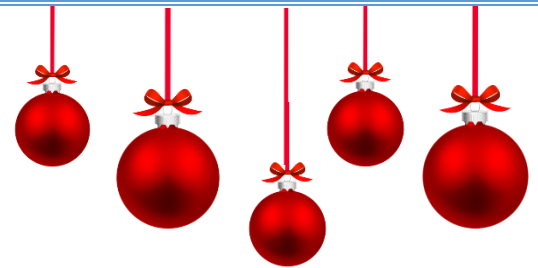
AT 11:30 AM

LOCATION: JLK CENTRE
**ADDRESS: 39 HAWKESBURY ROAD,
SPRINGWOOD, NSW 2777**

RVSP BY NOVEMBER 25TH TO:
OFFICE: 4752 2500 (OPTION 2)
EMAIL: homecare@BUCKLAND-RV.COM.AU



Other News



Cinema Social

The Cinema Social Club invites all Home Care Package clients to enjoy a delightful cinema outing, with everything taken care of for you. This fully funded service provides convenient door-to-door transport—from your home to the cinema and back.

These outings are a fantastic opportunity to meet new people, chat with fellow moviegoers, and enjoy some quality time together. Everything is covered, so all you need to do is show up and enjoy the day.

There are no additional costs for this event, as it is covered by your Home Care Package. However, please ensure that you have sufficient funds available. If you are unsure of your current balance, kindly reach out to your Support Advisor for assistance.

To register simply visit the website at www.thecinemasocialclub.com.au or call 0448 465 767.

HOME CARE PACKAGE HOLDERS ENJOY CINEMA SOCIAL OUTINGS

Join The Cinema Social Club for a fun and social movie experience.



Perfect for seniors with a home care package: Designed specifically for seniors using Home Care Package services, offering a relaxed and enjoyable outing.



Door-to-Door Service: Convenient transport from your home to the cinema and back, tailored for aged care needs.



Movie and Cafe Outings: Watch the latest films and enjoy tea, coffee, and snacks at a local cafe.



No out-of-pocket expenses: Do not pay for anything out of your own pocket. Movie Tickets, Food and drink are on us. Your Home Care Package pays just for the Support workers time.



Safe and Comfortable: Fully equipped transport and support staff to ensure a safe trip, adhering to aged care standards.



Community and Companionship: Meet new friends and enjoy outings together.

REGISTER ON OUR WEBSITE OR CALL US TODAY



Visit our website at www.thecinemasocialclub.com.au
or call **0448 465 767** to join.





My Choice

My Choice offers a Home Medication Review (HMR) service, where a qualified pharmacist will review all the medications you're currently taking in the comfort of your own home. This service is available through your Home Care Package and is designed to ensure your medications are safe, effective, and tailored to your individual health needs.

While this service is optional, Buckland highly recommends participating. It's an excellent opportunity to ensure your medications are working as intended and to address any questions or concerns about your treatment plan.

Let's talk about taking medications as prescribed

If you skip, change, or ignore your medicine, it can be bad for your health.

Take your medicine ...

- ... in the right doses
- ... at the right time
- ... the right way

The infographic features two pill bottles. The left bottle is labeled '2X Daily' and 'AM/PM' with icons of a sun and a moon. The right bottle has four icons with red 'X' marks over them, indicating incorrect ways to take medication. A green banner at the top of the infographic reads 'Take your medicine ...'.

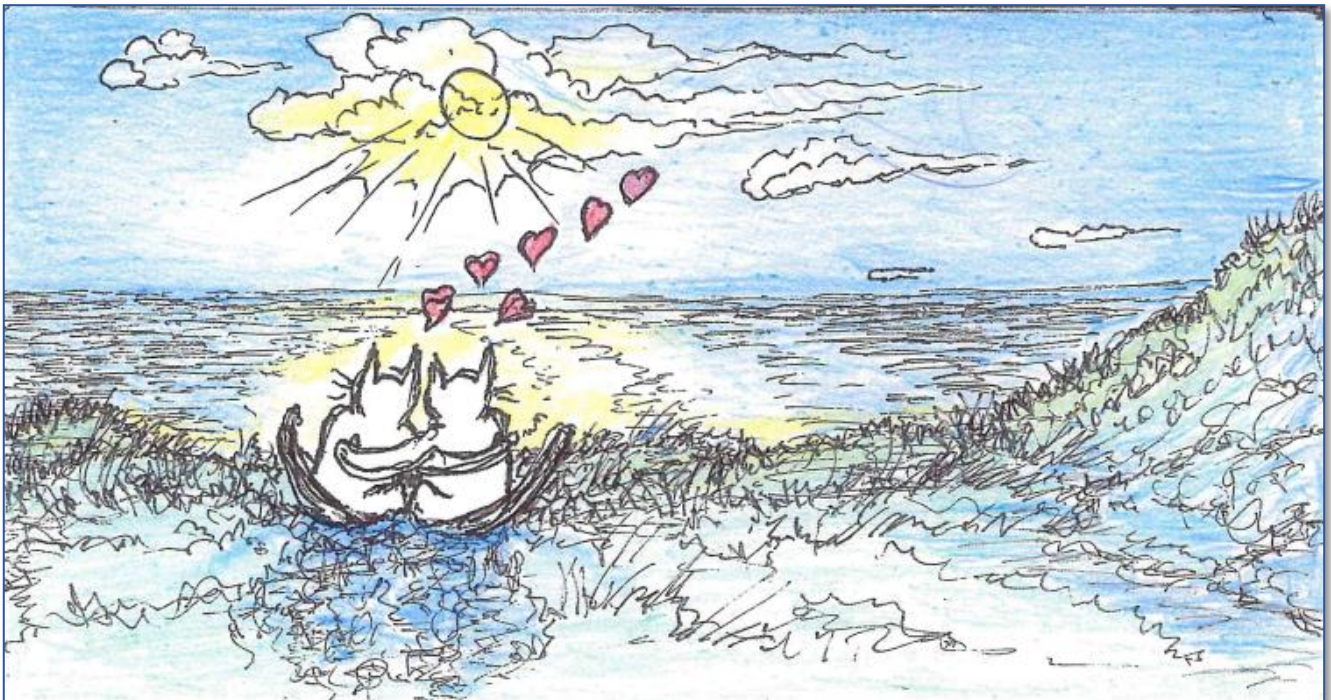




Community Chronicles

This month we are delighted to showcase a beautiful piece of art titled 'Love Makes the World Go Around'. This illustration has been submitted by one of our talented clients, Agapitos. Did you know that Agapitos means "Beloved Son" in Greek? How fitting for a piece that radiates so much love and warmth!

I hope this piece brightens your day as much it has ours. Remember, your achievements, experiences, and cherished memories are always worth sharing. We love celebrating these experiences and hope to see more submissions in the new



year.

Love Makes the World Go Around - Agapitos



Dates to Remember:

December 9th

Bus trip to Manly Beach

December 12th

Home Care Christmas Lunch

December 25th

Christmas Day

December 26th

Boxing Day

December 31st

New Years Eve

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

Spot 10 differences



Older People and Falls

- 1 in 3 people over the age of 65 will have a fall per year
- This increases to 1 in 2 for people 80+
- The risk of falls is greater for women than men
- Women are more likely to fall inside the house and men outside.

Although many falls do not result in injury, they can cause a fear of falling that can result in loss of confidence and restriction of activities.

What can you do?

- Talk to your doctor or other health professional about managing your medications, and ways to manage chronic medical conditions, (including dizziness and incontinence)
- Take steps to improve safety in and around your home
- Have your eyes tested annually
- Visit your podiatrist regularly to minimise foot problems
- Wear shoes that are comfortable and fit well – they should be wide enough in the toe area, have low or no heels and have slip-resistant soles
- Make sure your vitamin D levels are maintained for strong bones and muscles
- Eat a healthy diet and drink plenty of fluids
- Get active. Exercise at all ages is beneficial

How Buckland can help:

- Provide funded in-home or in-clinic physiotherapy and podiatry services
- Arrange for an Occupational Therapy assessment to determine ways to make your home safer.
- Purchase mobility equipment as recommended by the appropriate allied health practitioner
- Purchase of personal alarms with falls detection
- Arrange a medication review with your GP and pharmacist
- Assist with meal preparation



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.

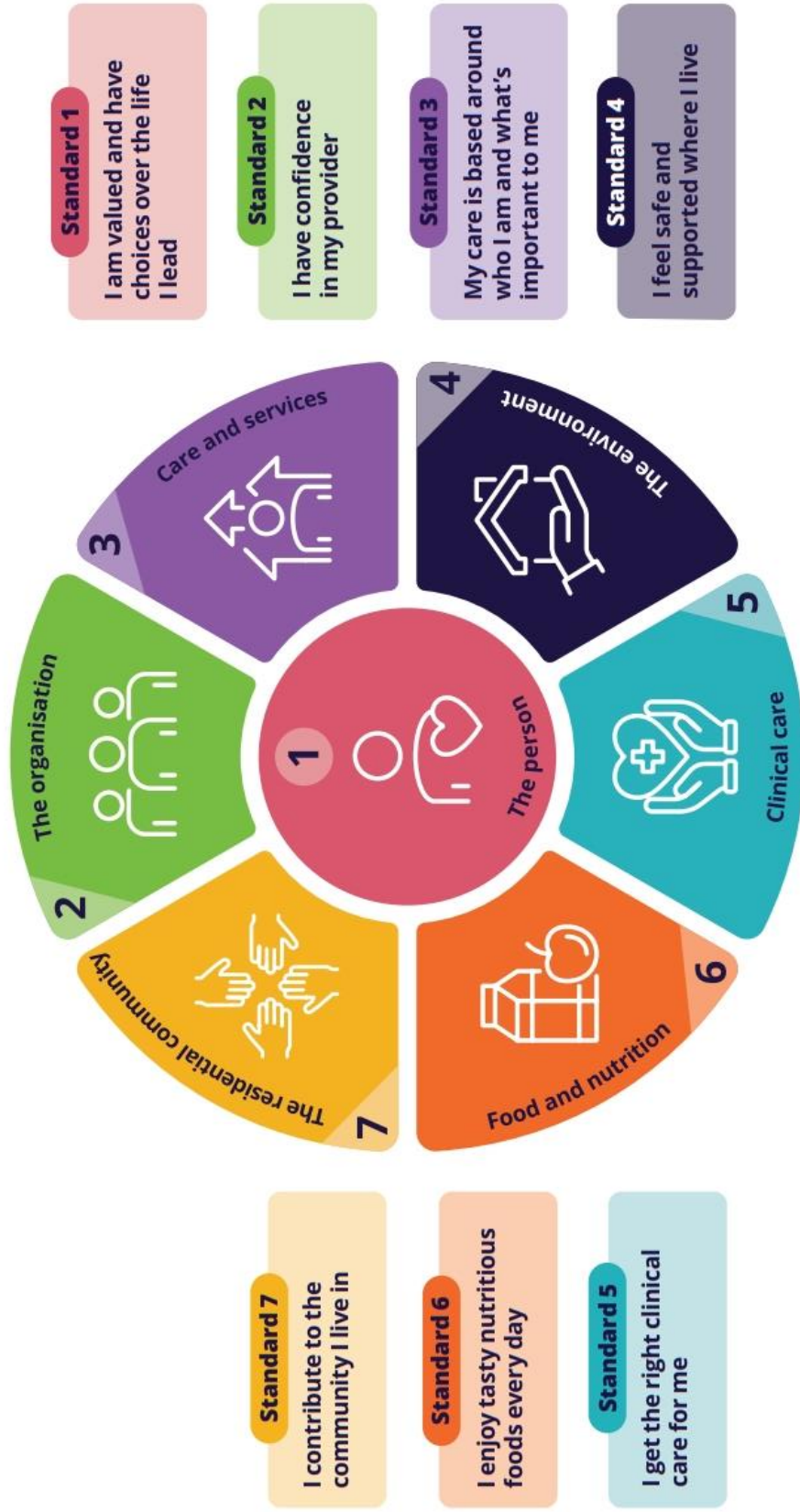
I have the right to:

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.

Strengthened Aged Care Quality Standards



agedcarequality.gov.au/older-australians
Find out more