

# Buckland Home Care Monthly Newsletter

## November 2024

*...we care*

Dear clients, families and carers,

Welcome to the November edition of our Home Care newsletter. As we inch closer to summer, it's the perfect time to embrace the longer days and make the most of the beautiful weather. This month's newsletter is a bit longer than usual, filled with updates, helpful recourses, and upcoming events.

I am please to share that our wonderful team organised a bus trip to Balmoral beach in October and it was a great success. Our nine attendees had a fantastic time, and their feedback has inspired us to plan another seaside outing—this time to the iconic Manly Beach on December 9th. We look forward to another day of sun, sand, and smiles.

November also brings the excitement of the Melbourne Cup, celebrated for the 164<sup>th</sup> year. We hope you enjoy the chance to dress up and embrace the festivities of this tradition. However, this month is also a time of reflection as we pause to honor Remembrance Day, recognising the brave men and women who have served our country. I highly encourage everyone to wear red poppies on this day to honour the fallen soldiers, as these bright red flowers grew in their thousands on the muddy battlefields of Western Europe.

Our forefathers and mothers, some of whom are cherished clients of our service, have lived through and served in times of war. If you feel so inclined, please join us in a moment of reflection on the 11th of November at 11 am, to honor their sacrifices and give a quiet thought to those who have fallen.

We will remember them. Lest we forget.



## Buckland Home Care | November 2024 Newsletter

I would like to highlight page 7 of our newsletter, which features the Next of Kin form provided by the NSW Police Force. This program enables you to formally designate a contact person in case of an emergency, with your information securely stored at your local police station. In the 'additional information' section, you have the option to include your lock box code, ensuring that emergency services can access your home if necessary.

Finally, I am thrilled to invite each of you to our very first Christmas lunch for Home Care. This festive gathering will be hosted by Blue Mountains Food Services, featuring a delicious menu of:

- Glazed ham
- Smoked chicken
- Mango salad
- Salmon sandwiches
- Green tomato and cheese balls
- Potato salad
- Christmas trifle

Our entire team is excited to celebrate together with you. Could you kindly RSVP by the 25th of November should you wish to attend, and please don't forget to include any dietary requirements in your response. The lunch will be held in the Buckland Retirement Village auditorium at 39 Hawkebsury Road Springwood. More details can be found on the next page.

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](mailto:klarisa@buckland-rv.com.au).

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](mailto:homecare@buckland-rv.com.au)**





"We had a great time meeting some other people and going to the beach. A great day out"  
- Allie and Taffy

## Bus Trip to Balmoral Beach

On October 14th, nine attendees joined us for a delightful trip to Balmoral Beach. With care staff Kristy and Sue, along with our volunteer driver Adam, the group enjoyed a leisurely day by the water. After taking in the scenic beach views, everyone gathered for a relaxing lunch at a waterside café.



"Very grateful for these wonderful trips"  
- Cornelia





# BUS TRIP TO MANLY BEACH

## BUCKLAND INVITES YOU TO

EXPERIENCE THE BREATHTAKING BEAUTY OF AUSTRALIA'S ICONIC MANLY BEACH. BASK IN THE WARM SUNSHINE, STROLL ALONG THE SOFT SANDY SHORES, AND DELIGHT IN EXPLORING A SELECTION OF SHOPS AT YOUR LEISURE.

WE KINDLY REQUEST THAT YOU CALL AHEAD TO ALLOW BUCKLAND TO RESERVE YOUR SEAT.

OUR BUS IS FULLY EQUIPPED TO ACCOMMODATE FOUR-WHEEL WALKERS AND WILL BE PARKED AT THE JLK CENTRE IN BUCKLANDS RETIREMENT VILLAGE. WE LOOK FORWARD TO HAVING YOU.

## DETAILS:

**WHEN:** MONDAY 9TH OF DECEMBER 2024

**WHERE:** MANLY BEACH, NSW 2095

**ASSEMBLY POINT:** JLK CENTRE

**ARRIVE AT BUCKLAND:** 9:45AM

**DEPARTURE:** 10:00AM

**RETURN:** 4:00PM

## TO ATTEND PLEASE RSVP TO:



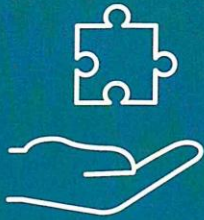
Homecare@buckland-rv.com.au



Office: 4752 2500 (option 2)



## IMPROVING SOCIAL CONNECTIONS



**Wellbeing Connectors** provide free support to connect older adults with local lifestyle services and activities



Social and lifestyle activities may include:

- Physical activity programs such as walking groups and group exercise programs
- Arts and recreational activities like book clubs, bird watching and music programs
- Volunteering opportunities and social activities such as Men's Shed and coffee clubs

Wellbeing Connectors can provide more intensive assistance if required, either in person, over the phone, online, or through a home visit.

<b>Mid-Lower Blue Mountains</b>	Jo Newton	0460 859 543	cdo@sncc.org.au
<b>Lithgow and Upper Blue Mountains</b>	Eva Regitz	0406 411 702	wellco@sncc.org.au
<b>Penrith and Hawkesbury</b>	Dana Stewart	0440 104 157	dana.stewart@benevolent.org.au

*People aged 65 years of age or 55 years for Aboriginal and Torres Strait Islander people are eligible, including those receiving and not receiving government support.*

For more information visit:

# MyHealthConnector.com.au



The Social Connectedness of Older Australians project is being delivered in the Hawkesbury by the Nepean Blue Mountains PHN with funding from the Australian Government Department of Health, Wentworth Healthcare Limited (ABN 88 155 904 975) as Nepean Blue Mountains PHN 758\_0924

**CONFIDENTIAL: Next of Kin Program**

<b>REGISTRATION NUMBER</b>		<b>NEXT OF KIN #1</b> (This can be a family member, neighbour, friend, etc)	
<b>PERSON</b>		<b>NEXT OF KIN #2</b>	
Surname	Relationship (to you)	Name	Relationship (to you)
Given Names	Date of Birth	Date of Birth	Address
Date of Birth	Address	Address	Phone (H)
Address	Phone (H)	Phone (H)	Phone (M)
Phone (H)	Phone (M)	Language Spoken	Language Spoken
Language Spoken			
<b>OTHER CONTACT DETAILS</b>			
Name of Doctor	Phone		
Name of Dentist	Phone		
Additional Information			
		Phone (H)	Phone (M)
		Language Spoken	
I give permission for the NSW Police Force to hold my details on the Next of Kin register and contact any persons listed on this form in the case of an emergency.			
<b>Signature</b>			<b>Date</b>

NSWPF/2024/17353



NSW Police Force



NSW GOVERNMENT

**NEXT OF KIN PROGRAM**

Developed by NSW Police Force

**Next of Kin is the person you would like police to contact in case of an emergency.**

**WHAT IS THE NEXT OF KIN PROGRAM?**

The Next of Kin Program helps people living alone to have the contact details of their nominated person recorded at a local police station.

The contact details of the Next of Kin, as well as the nominated doctor, dentist and any medical alerts that would help in an emergency situation will be entered onto a register. Any information provided will be securely stored and only accessed by NSW Police.

This information may assist the police and emergency services to contact a relative or other nominated person if needed in an emergency situation.

**HOW DO I REGISTER?**

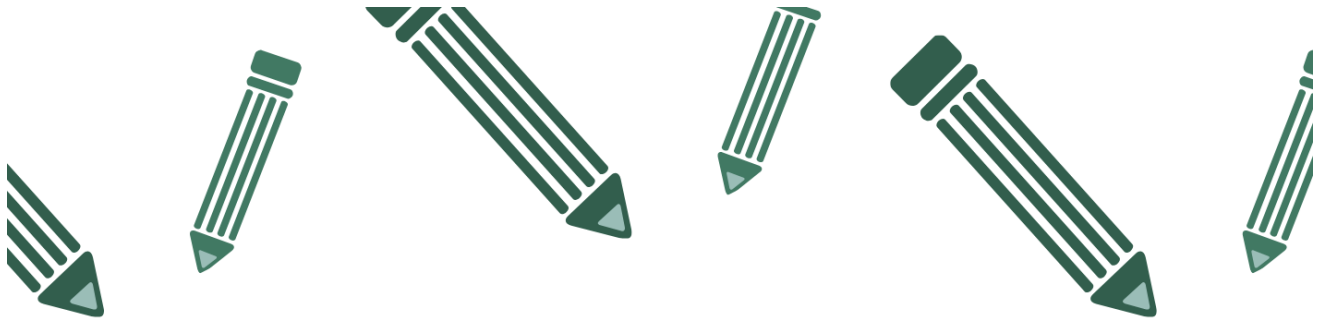
Contact your local police station and ask to speak with the Crime Prevention Officer about the Next of Kin Program or complete the Next of Kin Program form and email to [crimeprev@police.nsw.gov.au](mailto:crimeprev@police.nsw.gov.au)

The Next of Kin Program is a **FREE** to join.

**Your local Crime Prevention Officer is:**

<b>Name</b>	
<b>Police Station</b>	
<b>Contact No.</b>	<b>MOK Registration No.</b>

... CUT HERE



# Community Chronicles

DEAR CLIENTS,  
WE WARMLY INVITE YOU TO SHARE ANY NEWS, UPDATES,  
STORIES, OR PERSONAL ACHIEVEMENTS FOR INCLUSION IN OUR  
MONTHLY NEWSLETTERS.  
YOUR CONTRIBUTIONS WILL HELP US BETTER UNDERSTAND  
YOUR UNIQUE EXPERIENCES, INTERESTS, AND MEMORIES,  
ALLOWING US TO TAILOR OUR SUPPORT TO YOUR NEEDS.  
WHETHER IT'S A RECENT UPDATE OR A CHERISHED MEMORY, WE  
WOULD LOVE TO HEAR FROM YOU!

## **Physio Success:**

**Mr Michael.R, a former ten-pin bowler, was unable to participate in this activity due to physical limitations.**

**However, with 3 months of services provided by Buckland's physiotherapist,**

**Michael has successfully returned to the bowling lanes.**

**Congratulations to Michael on this incredible achievement and for reaching his goal through hard work and perseverance!**

PLEASE SUBMIT YOUR ENTRIES VIA EMAIL:  
HOMECARE@BUCKLAND-RV.COM.AU  
OR VIA POST TO: PO BOX 117 SPRINGWOOD NSW 2777



**Dates to Remember:**

**November 5<sup>th</sup>**  
Melbourne Cup Day

**November 11<sup>th</sup>**  
Remembrance Day

**November 19<sup>th</sup>**  
International Men's Day

**December 9<sup>th</sup>**  
Bus trip to Manly Beach

**December 12<sup>th</sup>**  
Home Care Christmas Lunch

**Strengthened Quality Standards**

In 2021, the Royal Commission recommended that the Department of Health and Aged Care review the Standards to include vital areas such as:

- food and nutrition
- dementia
- diversity
- governance
- clinical care

These strengthened standards are expected to be introduced with the commencement of the new Aged Care Act. The commission is developing resources specifically for older people and these will be available in the coming months.

**Feedback & Suggestions**



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

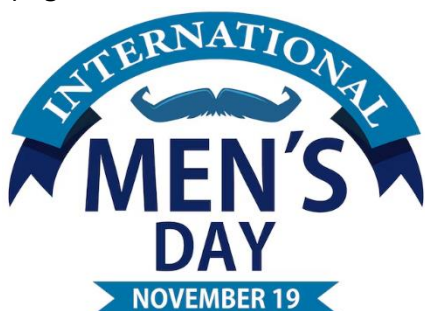
Attached is a copy of a feedback form which can also be found in your home files

**Brain Teaser**

Can you identify the well known saying in the puzzle below?

**get it  
get it  
get it  
get it**

The answer can be found of page 13.



**Serious Incident Report Scheme (SIRS)**

On December 1, 2022, SIRS was introduced to Home Care Services and is a program that requires providers, such as Buckland, to report any serious incidents to the Commission.

The SIRS categorises incidents as either Priority 1 or Priority 2, and these fall under 8 categories:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Psychological or emotional abuse
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Unexplained absence from care / missing consumers
- Unexpected death



All Priority 1 reportable incidents must be reported within 24 hours of the provider becoming aware of the reportable incident, while Priority 2 must be reported within 30 days.

The goal of this program is to reduce the risk of abuse and neglect for people who receive aged care.

For more information on this program, please refer to your home file or contact your care advisor.

## 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:

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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?

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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.

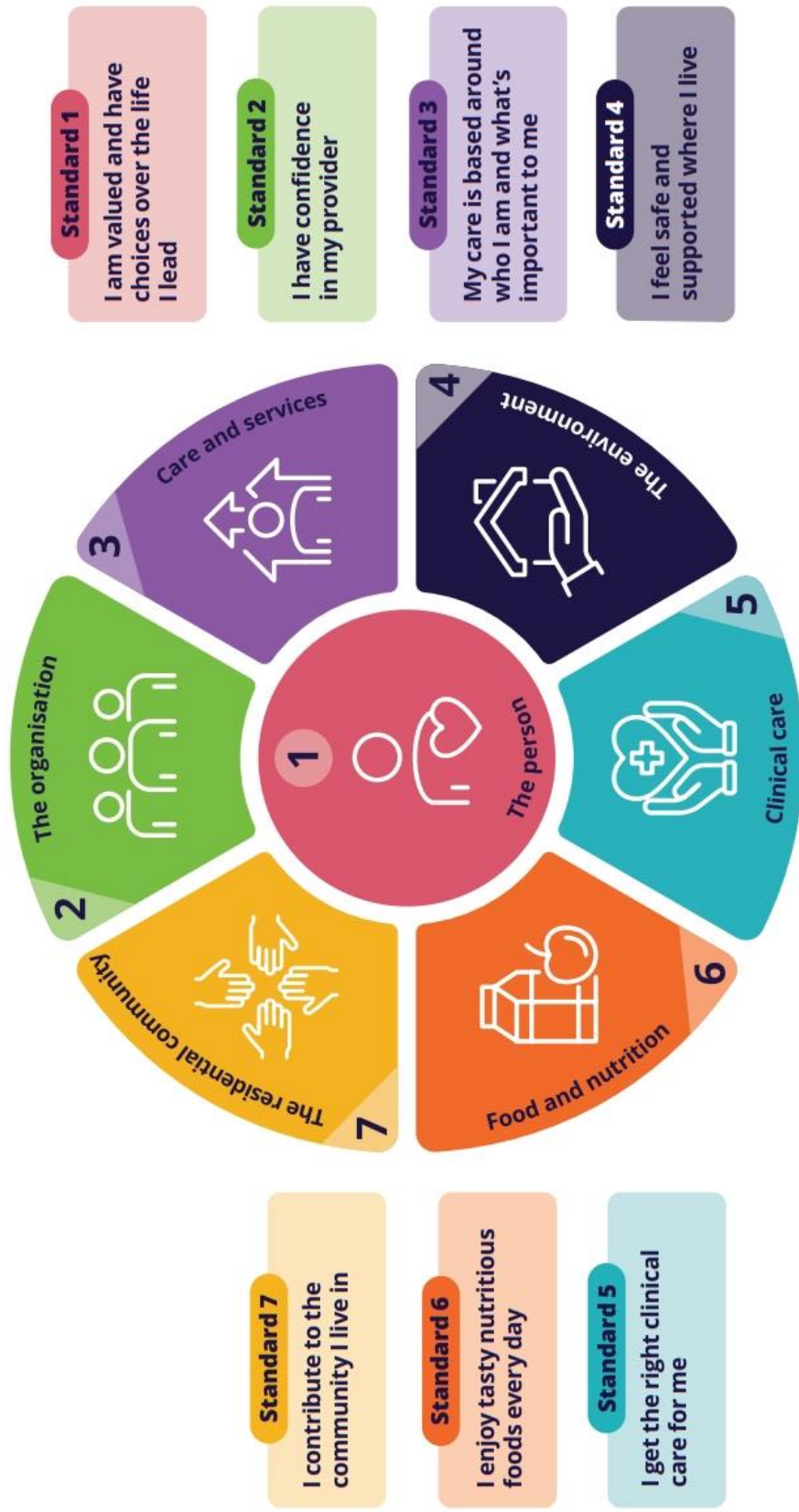
If you have concerns about the aged care you are receiving, you can:

- 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](http://agedcarequality.gov.au). The Commission can help you resolve a complaint about your aged care provider.

# Strengthened Aged Care Quality Standards



Find out more  
[agedcarequality.gov.au/older-australians](http://agedcarequality.gov.au/older-australians)