

# AGED CARE SERVICES NEWSLETTER



MAY 2024  
ISSUE 2

## DEPARTMENT OF HEALTH & AGEING UPDATE

The Department has an online newsletter for people receiving the Commonwealth Home Support Program & Home Care Package services. CS#1 recommends you link in with these newsletters to updated information. In this issue, click here: [March 2024 Newsletter](#) you will find information including:

- The opportunity to share your thoughts on the changes to aged care.
- Consultation on Quality Standards guidance.
- Carer Wellbeing Survey.
- Aged Care Taskforce report and recommendations
- Planning your future health care.

## WELCOME TO THE AUTUMN EDITION

Welcome to the Community Services #1 Autumn newsletter. In this edition we've included some information about programs and general updates.

As always we remain committed to providing you with quality care and services as an approved provider. If you have any questions or concerns, please get in touch with your Aged Care Officer on 1800 960 938.

If there are stories or content you'd like to see or share for the next issue please don't hesitate to email us at [cag@communityservices1.org](mailto:cag@communityservices1.org). We hope you enjoy this edition and we wish you a safe and warm autumn.

## REMEMBER TO BOOK YOUR FLU VACCINATION

Flu season is approaching and we would like to remind you to schedule your vaccination appointment. As we age, we are more susceptible to seasonal influenza viruses and it is important to take steps to prevent serious illnesses related to influenza.

### Who should get vaccinated?

Most people should get vaccinated. People aged 65 years and older are at a higher risk of developing severe flu-related complications. While most people should get vaccinated, there are exceptions for people with weakened immune systems or severe allergies to vaccine ingredients. We recommend you discuss this with your GP or doctor if you have any concerns.

### Where to get vaccinated?

You can receive your free influenza vaccine from various healthcare providers, including:

- General Practices
- Local Council Immunisation Clinics
- Community Health Centres
- Aboriginal Medical Services
- Pharmacies



Please note that new season influenza vaccines under the National Immunisation Program were expected to be available from April, but timing may vary for different areas. We advise you to speak with your local GP about getting vaccinated.

If you are interested in learning more about the National Immunization Plan for 2024 influenza vaccination, please visit this link: [Influenza Fact Sheet](#).

If you have concerns about potential side effects or any concerns about the influenza vaccination, please don't hesitate to contact your GP or Aged Care Officer on 1800 960 93.



## **CS#1's Client Advisory Group**

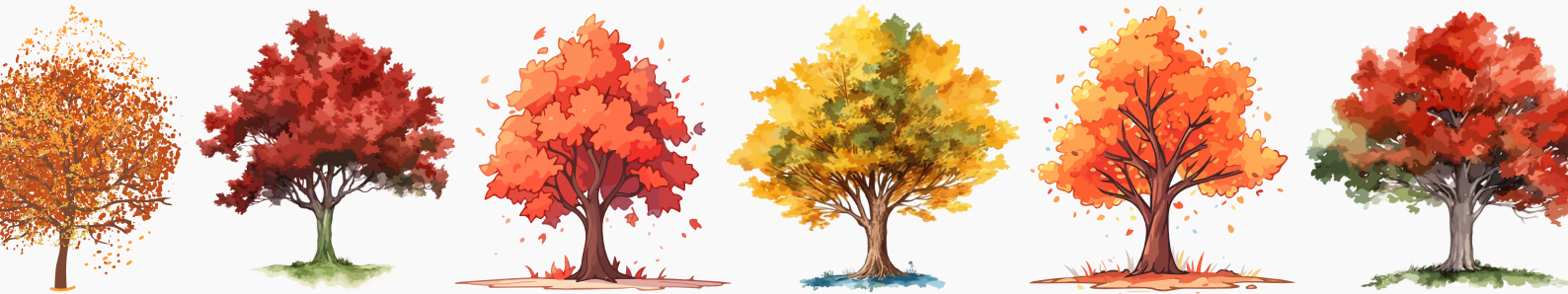
We are excited to let you know that CS#1 will start its first Client Advisory Group meetings in May 2024. We have a number of clients who have nominated themselves and we're keen to hear from any others who would like to contribute their time for this important group. The Client Advisory Group is planning to meet every 2-3 months during 2024. CS#1 will have a Client Advisory Group expression of interest process each year.

The group will provide valuable feedback to governing bodies about the quality of care and services they deliver. They assist to build a person-centred culture committed to quality aged care.

As an approved provider, CS#1 must provide opportunities for people receiving aged care to join a consumer advisory group. A consumer advisory group collects feedback from members and shares it with management and the Board. Joining lets you share your concerns and ideas with those in charge of your supports.

CS#1 must consider all the feedback they receive when making decisions. We must also let the consumer advisory group know how they considered the feedback. This assists to improve the services and supports you and others receive.

If you are interested to know more about joining the CS#1 Client Advisory Group please do not hesitate to email [cag@communityservices1.org](mailto:cag@communityservices1.org) or phone Juliette on (02) 6126 47 12.



## **THE COMMONWEALTH HOME SUPPORT PROGRAM**


As you get older, everyday tasks can become more difficult. Even though you need help, you may still want to live at home. Asking for help doesn't mean losing your independence or moving out of home. The Commonwealth Home Support Program (CHSP) helps older Australians access entry-level support services to live independently and safely at home.

CHSP works with you to maintain your independence rather than doing things for you. CS#1 is an approved provider offering CHSP services across the ACT only in the following services:

- Assistance with Care and Housing
- Personal Care
- Transport
- Domestic Assistance
- Goods, equipment, and Assistive Technology
- Home Maintenance
- Social Support – Group
- Social Support individual

CHSP is currently the entry program into aged care services, if you need any support on needing to be assessed for a Home Care Package then please discuss directly with your Aged Care Officer.

## THE HOME CARE PACKAGE PROGRAM



The program supports older people with complex care needs to live independently in their own homes. It uses a consumer-directed care approach to make sure the support suits a person's needs and goals. The support is provided through a Home Care Package – a coordinated mix of services that can include:

- assistance with household tasks
- equipment (such as walking frames)
- minor home modifications
- personal care
- clinical care such as nursing, allied health and physiotherapy services.

There are 4 levels of Home Care Packages – from level 1 for basic care needs to level 4 for high care needs.

If you're an older person and want to find out more, go to 'about Home Care Packages' on the My Aged Care website. To find out if you're eligible for government-funded aged care services, you can apply online. The total amount of funding in a Home Care Package budget is made up of:

- The Government subsidy, including supplements for specific care needs if a person is eligible.
- Basic daily fees, payable by everyone who receives a package.
- Income-tested care fees, payable by people who have income over a certain amount.
- Amounts for additional care and services, payable if a person wants extra services that the package funding would not otherwise cover

The Government and the care recipient pay these amounts directly to the provider. CS#1 is an approved Home Care Package provider and is open to discussing your individual support needs which may include a review of your current home care package level for a higher level. For any questions about the Home Care Package program please don't hesitate to contact your Aged Care Officer at CS#1 or take a look at our website: [www.communityservices1.org/home-care-packages/](http://www.communityservices1.org/home-care-packages/)

## The Aged Care Quality Standards

Whether you're receiving care at home or in an aged care home, the Aged Care Quality Standards define what good support should look like. All government-funded aged care providers are required to comply with eight Aged Care Quality Standards.

The standards reflect the level of support and services the community expects from aged care providers. The Aged Care Quality and Safety Commission is responsible for assessing & monitoring government-funded aged care services against the Quality Standards.

To find out more watch this clip on youtube: To find out more watch this short youtube clip: <https://youtu.be/eYdDspfxJqM>



## NEW SUPPORT AT HOME PROGRAM

The Department of Health & Ageing will deliver the new Support at Home program in 2 stages to minimise disruption & ensure continuity of support.

From 1 July 2025, Support at Home will replace the existing Home Care Packages Program & Short-Term Restorative Care Programme.

From no earlier than 1 July 2027, the Commonwealth Home Support Programme (CHSP) will transition to the new program.

The staged approach will give all CHSP providers, including CS#1 time to change their business systems and adjust to new arrangements. This will ensure we can operate successfully under Support at Home and avoid disruptions. Support at Home will improve access to services, equipment, and home modifications to assist older people to remain healthy, active, and connected to their community. The Department will continue to work with providers so they are prepared to transition to Support at Home.

## Tips for Keeping Well During Winter



### 1. Limit the spread of germs

Remember to cover your mouth and nose when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow. Wash your hands regularly using soap and warm water and scrub for at least 20 seconds. If you can't wash your hands, use an alcohol-based hand sanitizer.

### 2. Stay hydrated

Drinking enough water each day boosts your immune system and helps you fight viruses. Aim to drink enough water to equal two-thirds of your body weight in ounces every day.

### 3. Up your vitamin D intake

Low vitamin D levels can make you susceptible to illnesses and negatively affect your mental health. Boost your levels by getting in the sunshine and eating foods high in vitamin D, like mushrooms and salmon.

### 4. Manage dry skin

Cold air and low humidity can cause dry, itchy skin. Protect your skin by wearing lip balm, using a humidifier in your room, limiting your time in the shower or bath and immediately applying lotion after you dry off.

### 5. Stay rested

A lack of sleep can lower your immune system. Maintaining a consistent sleep schedule and getting seven to nine hours of sleep per night lets your body recover and protect against sickness.

### 6. Get vaccinated

Immunizations are an important strategy to help prevent the spread of COVID-19 and flu.

### 7. See a health care provider when you're sick

If you have COVID-19 or flu symptoms, call your health care provider to get tested or for expert advice to help you recover.

## Minestrone Soup – Jamie Oliver

**“Hearty & nutritious, minestrone soup is a tasty crowd-pleaser and is super-easy to tweak according to the vegetables you have in the house.”**

**COOKS IN 1 HOUR 20 MINUTES – MAKES 4 SERVINGS**

### Ingredients

1 clove of garlic	100g pasta – spirals or shells
1 red onion	Parmesan cheese
1 carrots	1 rasher of streaky bacon
2 sticks of celery	olive oil
1 zucchini	½ teaspoon dried oregano
1 potato	1 fresh bay leaf
1 x 400 g tin of cannellini beans	1 litre of vegetable stock
1 x 400 g tins of plum tomatoes	
1 large handful of seasonal greens – cabbage or curly kale	



### Method

1. Peel and finely chop the garlic and onion. Trim and roughly chop the carrots, celery and zucchini, then add the vegetables to a large bowl.
2. Scrub and dice the potato. Drain the cannellini beans, then set aside.
3. Finely slice the bacon heat 2 tablespoons of oil in a large saucepan over a medium heat. Add the bacon and fry gently for 2 minutes.
4. Add the garlic, onion, carrots, celery, zucchini, oregano and bay and cook slowly for about 15 minutes, or until the vegetables have softened, stirring occasionally.
5. Add the potato, cannellini beans & tomatoes, pour in the vegetable stock. Stir well, breaking up the tomatoes with the back of a spoon.
6. Cover with a lid and bring everything to the boil, then simmer for about 30 minutes, or until the potato is cooked through. Meanwhile...
7. Remove and discard any tough bits from the greens & roughly chop.
8. Using a rolling pin, bash the pasta into pieces while it's still in the packet or wrap in a clean tea towel.
9. To check the potato is cooked, pierce a chunk of it with a sharp knife – if it pierces easily, it's done.
10. Add the greens and pasta to the pan, and cook for a further 10 minutes, or until the pasta is al dente.
11. Season to taste with sea salt and black pepper, then serve with a grating of Parmesan and a slice of bread, if you like. Enjoy!