Community Care NEWSLETTER

September | 2019 Ph (02) 6921 3219



Hi All,

Spring is finally here!! I am sure we are all looking forward to the sunnier days rather than needing to have all of our winter clothing on every time we hop outside.

Now that it is Spring, it is time to get your gardens up to date. Let us know we can help you with your gardening. Some benefits of gardening include:

- » Helps maintain hand strength
- » It is a good light exercise
- » Increases your happiness
- » Helps gain a sense of achievement

Emailed Monthly Statements

Please let us know in the office if you would like your statement and newsletter emailed to you rather than posted to you. Please ring the office during business hours and let us know your preferred email. We are trying to be more conscious and reduce the amount of paper we are using each month.



Upcoming Staff Leave

Yvonne Campbell

14th Aug — TBC

Sandy Brown

5-6th Sept and 15-16th Sept.

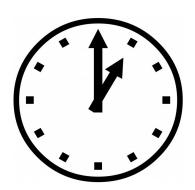
Michelle Stimson

26th Aug — TBC

REMINDER:

Daylight savings will begin at 2am on Sunday, 6 October 2019 when clocks go forward one hour.

(Yes, it's that time of year again!!!!)





Monday the 7th of October is Labour Day.

Due to the public holiday, we will need to reschedule some services.

We will be in touch with you.





Every day, people working in aged care look after and support our older loved ones. Families, residents and those receiving homecare appreciate your care and commitment.

We invite the entire aged care community – care recipients, families and staff and aged care unions – to join together to celebrate the great work done by all those working in aged care on **Tuesday, 10th of September 2019.**

/OurTurnToCare



www.ourturntocare.com.au



Do you currently receive services from other providers?

If yes, please list provider and services received:

Transport.

Transport. Community bus.

Are there any additional services you would like to receive?

If yes, please list:

Occasional visit from a nurse.

Not at this time.

Sorting of my craft books and a few other things.

1. Choices and Respect

Comments or Suggestions

I am so grateful. Not one complaint.

2. Culture and Lifestyle

Comments or Suggestions

May you all keep up this amazing "home care" and remain in the best health.

3. Independence

Comments or Suggestions

Wonderful peace of mind knowing all is available when needed and thank you.

It would be good to have regular discussions.

4. Assessments and Care Planning

Comments or Suggestions

The staff lovingly explain, in a most understanding manner. Showing respect for our age.

Very good service.

Knowing a week ahead. To know who is coming and time without me having to phone.

Letting care recipients know if there is a change in carer attending and time changes.

QPS Consumer Survey Results

5. Care and Service Delivery

Comments or Suggestions

I really do not have anything to complain about.

Would like to be let know time changers in my shower service in advance to be ready, not holding up time.

6. Service to Support Health and Well-Being

Comments or Suggestions

Your home care has given me a welcome "peace of mind".

This in return has improved my health 100%. Thank you. UPA

7. Complaints and Feedback

Comments or Suggestions

I have no complaints, not one and constantly. Thank you one and all for the dedication to detail that you have made available to myself and many more just like me.

May they all be as happy and thankful to you all as I am. Sincere thanks.

Everything on survey is great. No complaints.

8. Knowledgeable, Capable and Caring Staff

Comments or Suggestions

How wonderful is it to feel safe, cared for, laughed with. Never shown by staff that we are a problem. Willing to do more if time permits.

We don't mind that there are different cleaners.

For the past two months I do not know who was coming at what time.

I would like to have the same 2 carers each week with one other on standby.

9. Wellbeing and Overall Satisfaction

Comments or Suggestions

At this time in my life I desire nothing more. I am fully satisfied knowing should I at some stage need more support I have no doubt our wonderful office staff would act immediately. Thank you.

QPS Consumer Survey Results

9d. How likely would you be to recommend this service to family and friends?

Because I believe in the people doing the job. They are always available to assist in anyway and are very supportive. I find your service very good, that's way.

I am very grateful and happy person and have spoken to many of my elderly friends as to why praising "your care" there could be none to better you all.

The cleaners have been thorough and friendly. Always arriving on time.

My carer is a very caring person and goes about her duties very professionally.

Because I'm sure they would be happy here.

Being connected with the same organisation as I am now resident.

The staff are all friendly, caring and kind.

Don't know any other service.

Excellent and friendly service.

Because of the professional attitude of organisation and staff.

I am happy with the service I receive.

Very good service.

Because I think they are worth an 8.

Happy UPA.

What is the best thing about the support and services you receive?

Not having to worry about doing the vacuuming and cleaning which I have difficulty in doing.

I would recommend you.

Less shoulder and back pain.

Not having to worry about cleaning.

The staff are friendly and their help provided allows me to live independently.

Always on time and very good at her job.

I am very happy with all done for me.

QPS Consumer Survey Results

9d. CONTINUED

The help I receive helps me stay independent in my own unit.

I couldn't manage without them.

My family are now happy that I am being well cared for.

Friendly.

Feeling comfortable and treated with respect.

Everyone from trainee to top (management) are on the same page.

I can stay at home, happily with the care I am given.

Is there anything you can suggest to improve any part of our services?

No.

Not a thing. If there was something we only have to make it known to our caring office staff knowing it would be attended to. Giving myself such relief and peace of mind.

No.

Not really.

I am happy with what I get.

Knowing a week ahead. To know who is coming and time without me having to phone.

Letting care recipients know if there is a change in carer attending and time changes.

Thank you for all of your feedback and responses. We are actively trying to improve our services. Please contact the office straight away if you have any feedback.

- Sandy brown

Some New Faces



As you may have noticed, we have some new staff members that have come on board. Our new staff members are: James, Talia, Jivana, Stacey K and Carmel. Below, we have added a little bit about each staff member so you get to know them better.



JAMES: "I have joined UPA Home Care as the new scheduler. I have worked in the aged care sector for around 18 years now and really enjoy it. I live in Junee and love the drive to Wagga every day. I have a beautiful pet dog Waldo who I love very much. When I am not at work I enjoy relaxing and watching movies. I also enjoy going for walks on my lunch break so you may see me out and about every now and then. You can find me in the reception area of our new office. I am available and happy to help you with your service times and staff allocations. I work Monday to Friday from 8am

to 4pm. Please don't hesitate to let me know if I can help you in anyway."

TALIA: "I have joined UPA Home Care as a new coordinator, working alongside Jo in the office. I

have recently moved to Junee from Sydney and am loving the tree change (hardly any traffic!!). I am also busy studying as I am working towards becoming a Registered Nurse. Prior to moving to Junee, I did lots of travelling overseas. The most interesting things I have done are eating a spider in Cambodia (not quite worth the \$50 I was dared to do it for), seeing the sunrise over Angkor Wat, visiting Jackie Chan's casino in Macau, doing a hike

called the 'Dragon's Back' in Hong Kong,

volunteering in an orphanage in Vietnam,

spending time in China and doing a helicopter ride over New
York. I like to talk
about the different
things you see when
travelling. I have included some pictures.
I would love to hear
some of your stories."









compassion · resp

respect · integrity

kindness

inclusiveness

Some New Faces





JIVANA: "I have joined UPA Home Care from the Gumleigh Gardens Hostel. When I am not at work I love hanging with my family watching movies or sitting around my firepit with them. I love martial arts, motorbike riding and keeping fit. I also bake and decorate cakes (my son loves this more than me). I am also an avid cook and enjoy different foods and drinks from other cultures. In the future I want to become a Registered Nurse and work further on my fitness goals. Please let me know if you would like me to help you with any cooking or baking as I am more than happy to help."

STACEY K: "I am enjoying my time at UPA Home Care so far. I have met very many lovely people who work for UPA HCP Wagga Wagga. I have joined UPA after being in the Army for over 20 years! I have three young children who keep me busy. I also have a beautiful Golden Retriever named Kiki and a cute cat named Luna. In my free time I enjoy watching movies with my kids and spending time with my family.

CARMEL: I have joined UPA Home Care after working in an administration role for the past 20 years. I have a passion for aged care and am so grateful that I now have the opportunity to help people remain living independently within their homes. I am a mum to four children as well. I enjoy bike riding and recently went to the South of France for a couple of weeks to do the bike ride. It was a beautiful and wonderful experience. I am looking forward to meeting everyone and helping you.



UPA HCP Quality Audit 2020

We will be having our Quality Audit from the Aged Care Quality Agency in early 2020.

The Aged Care Quality and Safety Commission (Commission) conducts quality reviews of home services to assess whether a home service provider delivers services in accordance with the Aged Care Quality Standards (Quality Standards). Home services provide support to help people stay at home and be more independent with their day-to-day activities and in the community.

Quality Audits are conducted every three years.

During the audit the Commission will also ask core interview questions of a random sample of consumers. The findings will be published in the CER (Consumer Experience Report).

You are welcome and invited to provide your feedback to the assessors from the quality Commission.

New Aged Care Quality Standards: Standard 5



"I feel I belong and I am safe and comfortable in the organisation's service environment."



Standard 5: Organisation's service environment

UPA Home Care Wagga Wagga is to provide a safe and comfortable service environment that promotes your independence, function and enjoyment.

- > Evidence that the organisation monitors and adapts the service environment to support your changing needs such as a decline in your mental or physical ability. This means you can continue to do the things that are important to you.
- > Supports your ability to take part in the community and engage with others
- > Provides security arrangements in line with best practice to protect consumers when lawful and necessary.
- > welcomes consumers and their family or visitors and provides spaces for culturally safe interactions with others
- > Referrals to OT's are sought to enable consumers to have appropriate items to suit their needs.







"I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and

complaints, and appropriate action is taken. "

Standard 6: Organisation's service environment

UPA Home Care Wagga Wagga is to welcome feedback and complaints to learn about ways in which they can improve outcomes for

consumers.

A feedback form will be attached to this newsletter to enable you to give us your feedback.

- > The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.
- > Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- > Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- > Feedback and complaints are reviewed and used to improve the quality of care and services.

PLEASE LET US KNOW IN THE EARLIEST INSTANCE IF YOU HAVE ANY FEEDBACK



Riverina Murray Feedback Form

We Welcome your feedback

UPA Home Care is committed to providing high quality care and services and meeting your needs.

We value your feedback - including complaints.

Please let us know what we do well and where we can improve our

This is a: Compliment Complaint Suggestion or Improvement

I am a: Consumer Family Member Advocate/ Representative

Compliment

Feedback

Name: Date:
Signature:

Thank you for taking the time to provide feedback about our service.

Phone: 6921 3219

Date

Post: PO Box 5630, Wagga Wagga, NSW 265

Our Next Social Outing

On the **24th of September** we will be going to the:

Narrandera Hazelnut Farm



"Situated on the bank of the Murrumbidgee River at Sandigo is Glendale Citrus & Hazelnut Orchard. Graham and Barbara Eipper invite you to hop aboard a vintage tractor-drawn covered



carriage and meander through their orchard where you will often stop to pick an orange, crack a hazelnut or even spot a Koala! The one hour guided tour of the Riverina's first and

only citrus and hazelnut orchard ends at a picturesque river campsite where you will enjoy morning or afternoon refreshments "

Jo and Talia will be in contact with you to see if you are interested in attending.

Social Outings

We will also be planning regular Social Outings to Bunnings

Warehouse to do some 'DIY'

Workshops and to the Harness

Racing Club to watch the races and have some lunch. Talia or Jo will be in contact with you regarding these outings.





Movie Club

On Sunday the 1st September, our 'Sunday Movie Club' had their first outing. We went to the cinemas to watch an Andre Rieu concert. Barbara, Hilda and Jutta had a fantastic time!!!!

Transport, staff service time and the movie ticket is all paid for under the home care package to enable you to have a social outing. This is something fun to do once a month on a Wednesday or Sunday. (Sunday charges do apply).

Waterloo Bridge (1940)

Sunday 22th September 2019

Wednesday 25th September 2019

On the eve of World War II, a British officer revisits Waterloo Bridge and recalls the young man he was at the beginning of World War I and the young ballerina he met just before he left for the front. Myra stayed with him past curfew and is thrown out of the corps de ballet. She survives on the streets of London, falling even lower after she hears her true love has been killed in action. But he wasn't killed. Those terrible years were nothing more than a bad dream is Myra's hope after Roy finds her and takes her to his family's country

estate.



A Night at the Opera (1935)

Sunday 20th October 2019

Wednesday 25th October 2019

The Marx Brothers take on high society and the opera world to bring two lovers together.

Talia will be in contact with you closer to the screening dates to see if you would be interested in attending. The cost of the service and movie ticket will be paid for from your Home Care Package; funds permitting. This is a great social opportunity to get out and about!

RSVP to Talia on (02) 6921 3219

A beautiful poem to share with your children and grandchildren

DESIDERATA

GO PLACIDLY amid the noise and the haste, and remember what peace there may be in silence. As far as possible, without surrender, be on good terms with all persons. Speak your truth quietly and clearly; and listen to others, even to the dull and the ignorant; they too have their story.

Avoid loud and aggressive persons; they are vexatious to the spirit. If you compare yourself with others, you may become vain or bitter, for always there will be greater and lesser persons than yourself. Enjoy your achievements as well as your plans. Keep interested in your own career, however humble; it is a real possession in the changing fortunes of time.

Exercise caution in your business affairs, for the world is full of trickery. But let this not blind you to what virtue there is; many persons strive for high ideals, and everywhere life is full of heroism.

Be yourself. Especially do not feign affection. Neither be cynical about love; for in the face of all aridity and disenchantment, it is as perennial as the grass.

Take kindly the counsel of the years, gracefully surrendering the things of youth. Nurture strength of spirit to shield you in sudden misfortune. But do not distress yourself with dark imaginings. Many fears are born of fatigue and loneliness. Beyond a wholesome discipline, be gentle with yourself. You are a child of the universe no less than the trees and the stars; you have a right to be here.

And whether or not it is clear to you, no doubt the universe is unfolding as it should. Therefore be at peace with God, whatever you conceive Him to be. And whatever your labors and aspirations, in the noisy confusion of life, keep peace in your soul. With all its sham, drudgery and broken dreams, it is still a beautiful world. Be cheerful. Strive to be happy.

By Max Ehrmann © 1927

Fun Corner



13

17

22

32

14

25

28

EASY COFFEE-TIME CROSSWORD

10

15

18

20

23

35

39

16

31

ACROSS

- 3. Light wood (5)
- 9. Zodiac sign (6)
- 10. In a state of ignition (2,4)
- 11. Portly (5)
- 12. Corrosive substance (4)
- 15. Envoy, messenger, etc. (6)
- 17. Temporal (7)
- Managed (3)
- 20. Shows signs of tiredness (5)
- 22. Criticism, informally (5)
- 24. Major artery (5)
- 25. Noblemen (5)
- 27. Belonging to him (3)
- 29. Rider's foot support (7)
- 32. Brutish person (6)
- 34. Unspecified amount (4)
- Pop group (5)
- 37. Office workers (6)
- Container used for boiling water (6)
- 39. English county (5)

DOWN

- 1. Volume of maps (5)
- Soldier's jacket (5)
- 3. Public transport vehicle (3)
- Off the right path (6)
- 5. Type of music (4)
- 6. Feeler (7)
- 7. Panatella, for example (5)
- 8. Number (5)
- 13. Sure (7)
- 14. Stupid pupil (5)
- 16. Childish fit of rage (7)
- 18. Complains bitterly (5)
- 21. Flies high (5)
- 23. Pub entertainment (7)
- 26. Industrial protest (6)
- 27. Emerge from an egg (5)

21

34

- 28. Tendon (5)
- 30. Regular journey travelled (5)
- 31. Mr Cushing, actor (5)
- 33. Girl or young woman (4)
- 36. Gender (3)







1. What year did the Beatles officially disband?

- A. 1971
- B. 1968
- C. 1981
- D. 1975









2. In 1960, Pete Best joined the Beatles as _____?

- A. lead vocalist
- B. keyboard player
- C. guitarist
- D. drummer



3. What was the Beatles' first single as a group?

- A. "Liverpool Sound""
- B. "Please Please Me"
- C. "Love Me Do"
- D. "We are The Beatles"



4. Who was the oldest Beatle?

- A. George Harrison
- B. Paul McCartney
- C. Ringo Starr
- D. John Lennon





- B. "Please Please Me," 1963
- C. "She Loves You, " 1963
- D. "Love Me Do," 1962





RETIREMENT, A WIFE'S VIEW:

A frustrated wife told me the other day her definition of retirement:

"Twice as much husband on half as much pay."

Answers: 1: (A) : (B) : (C) 4: (C) 5: (B)

Eating Well as you Get Older

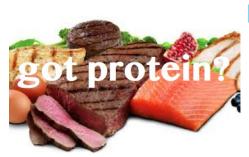
Good nutrition is always important, even (and especially) as we get older. Good nutrition will help older people to maintain weight, muscle strength, bone strength and independence.

Eat a wide variety of foods to help provide your body with protein, vitamins and minerals.

Each day try to eat foods such as meat, fish, poultry, eggs, nuts and legumes, milk, cheese, yoghurt, custard and ice-cream, bread, cereals, rice, pasta, noodles, vegetables, fruit, fats and oils as part of a nutritious diet. They provide energy and fat soluble vitamins. Fresh, frozen, canned, dried, UHT and other processed foods may all be included. Eat enough to help prevent weight loss.

Weight loss can lead to malnutrition

Did you know that protein will help with wound healing?



Protein repairs damaged tissue from your wound. You'll want to take in more protein than usual to help the healing process.

Aim for 2 to 3 servings of protein a day

Examples of protein include: full-fat dairy products, chicken, beef, pork, nuts and beans.

You can also speak to your GP about protein supplements.

LANGUAGE LESSON!!

They say that learning a language helps keep you young and helps raise awareness for other cultures.



This newsletter, lets learn some ITALIAN

- 1. Buon giorno Good morning
- 2. Ciao—Hi/Hello
- 3. Scusa—Excuse Me
- 4. Non Parlo Italiano—I don't speak Italian
- 5. Mi Chiamo _____ My name is _____
- 6. Come Va? How are you?

Uno -1

Due —2

Tre — *3*

Quattro — 4

Cinque — 5

Sei — 6

Sette — 7

Otto — 8

Nove—9

Dieci — 10

C in Italian by itself is a CH sound in English (like cheese)

CH in Italian is a C sound in English (like cake)

If a word finishes with the letter e, then it is pronounced like 'aye' e.g. Come is pronounced 'Com-aye'



Where Shaw Street got it's name (where our new office is located)

Ebenezer Shaw (1865-1943), engineer and public servant, was born on 2 August 1865 at Wagga Wagga, New South Wales, son of Ebenezer Shaw, storekeeper, and his wife Elizabeth. He was educated at Scotch College, Melbourne, where he was in the same post-matriculation class as (Sir) John Monash. In 1882 he enrolled at the University of Melbourne for the certificate of civil engineering, which he gained in 1886.

In 1888 Shaw joined his brother-in-law G. H. Dunlop as an engineering contractor. Most of the young partners' work during the following six years was for the Railway Department, chiefly bridges and waterworks, the most significant being the Flinders Street (Melbourne) railway viaduct. Works for other authorities included the large gas-holder at Tooronga, and the drainage of portion of the Koo-Wee-Rup swamp using dragline scoops, then a novelty.

The firm went out of business in 1894, the worst depression year, although neither partner became insolvent. Shaw and his family moved to Queensland, where for four years he was resident engineer for Gladstone Meat Works Ltd, erecting and fitting out the meat-treatment, freezing and shipping works at Port Curtis.

In 1899 Shaw returned to Victoria, where he gained temporary employment as a draughtsman in the Department of Mines and Water Supply erecting and fitting out schools of mines and laboratories. In 1902, still temporarily employed, he was moved to the water supply side, where his work included investigating the operations of the Western Wimmera Irrigation and Water Supply Trust. Observing at close quarters the effects of the severe drought culminating in 1902, when nearly all the stock in the region had to be moved to the Western District or to Gippsland, Shaw recognized that a recurrence of the calamity could be averted only by a large increase in water storage.

On the formation of the State Rivers and Water Supply Commission in 1906 Shaw was appointed a supervising engineer, responsible for what was to become the Wimmera-Mallee domestic and stock supply system, then covering 3300 sq. miles (8550 km 2). He retained the appointment until 1915, by when the area served had increased to 8000 sq. miles (20,720 km 2).

In 1915 Shaw was appointed a commissioner. In 1917 he was admitted, as member, to the Institution of Civil Engineers, London. As commissioner Shaw continued to take a special interest in the Wimmera-Mallee region. During his time the capacity of the storages was trebled, the area served increased to 11,000 sq. miles (28,490 $\,$ km²), and the length of the channels increased from 1300 (2092 $\,$ km) to 10,000 $\,$ miles (16,093 $\,$ km). Forty towns were supplied with water. By 1932 the Wimmera-Mallee system was the largest of its type in the world.

Shaw also developed the Mornington Peninsula water supply, originally devised to serve the Flinders Naval Base. He chose the site for the Glenmaggie weir on the Macalister River as a source for the future Maffra-Sale irrigation district. It was he who won the battle to build a strong enough foundation for the Hume weir to make possible the subsequent raising of the crest which increased the storage from 1.25 million (1,542,000 megalitres) to 2 million acre feet (2,467,000 megalitres).

Ebenezer Shaw retired from the State Rivers and Water Supply Commission in 1932. He died on 13 October 1943 at Camberwell, and was buried in Burwood cemetery with Congregational forms. His four sons and a daughter survived him. A tall, lean man, he is recalled as a highly competent professional who was impatient of aesthetic considerations but far-sighted in assessing future needs and making timely provision for them.

Retrieved from: http://adb.anu.edu.au/biography/shaw-ebenezer-8405



Our other services & locations

Community Care

Eleanor Bohr

Amaroo Dementia Day Club

Lavington

ph (02) 6025 1776

Trish Robinson

Home Care Packages - HCP

Commonwealth Home Support

Program - CHSP

DVA

Brokrage

Private Services

Lavington & Henty

ph (02) 69293244

Henty Meals on Wheels

Community Centre Ivor Street

Henty, NSW, 2658

ph (02) 6929 3244

Sandy Brown

Home Care Packages - HCP

Wagga Wagga

For any general enquiries please contact the regional office:

342 Wagga Road
Lavington NSW 2641
ph (02) 6025 1776
e regionaloffice@upamurray.org.au

www.upamurray.org.au

Independent Living

Sal Anderson

Hillsborough Retirement Village

32 Sydney Road

Beechworth, VIC, 3747

ph (02) 6025 1776 fax (02) 6025 5712

Murray Vale Self Care

340 Moore Street

Lavington, NSW, 2641

ph (02) 6025 1776 fax (02) 6025 5712

Myoora Independent Living

Allan Street

Henty, NSW, 2658

ph (02) 6025 1776

Park Hall Village

Park Hall Village Place

Wodonga, VIC, 3690

ph (02) 6025 1776 fax (02) 6025 5712

Elms Self Care - Retirement Village

Balfour Street Culcairn, NSW, 2660

ph (02) 6025 1776 fax (02) 6025 5712

Cassie Coxsen

Gumleigh Gardens

Retirement Village

23 Albury Street

Wagga Wagga, NSW, 2650

ph (02) 6921 3219

Knightleigh Cottages

Cnr John & Nicholas Streets

The Rock, NSW, 2655

ph (02) 6921 3219

WT Wilson Homes

Near Cnr North & Operator Streets

West Wyalong, NSW, 2671

ph (02) 6921 3219

Residential Care

Christine Fulthorpe

Gumleigh Gardens Hostel

29 Shaw Street

Wagga Wagga, NSW, 2650

ph (02) 6931 0409 fax (02) 6971 9610

Lyndal Jordan

Holbrook Village Hostel

45/47-55 Bowler Street

Holbrook, NSW, 2644

ph (02) 6036 2817 fax (02) 6036 3618

Kerralyn Bullock

Jindera Gardens Hostel

80 Creek Street

Jindera, NSW, 2642

ph (02) 6026 3799 fax (02) 6026 3477

Judy Osmond

Oolong Hostel

97 Sturt Street

Howlong, NSW, 2643

ph (02) 6026 6800 fax (02) 6026 5111

Jaqui Hastings

Murray Vale Shalem Hostel

342 Wagga Road

Lavington, NSW, 2641

ph (02) 6025 4889 fax (02) 6040 0359

Sue Weston

Myoora Homestead Hostel

Bartsch Ave & Keighran Street

Henty, NSW, 2658

ph (02) 6929 3200 fax (02) 6929 3602