



Helping Hand
AGED CARE

HELPINGHAND

The Helping Hand Aged Care Newsletter **Spring 2009**



Grandparents as Parents funding boost

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Residents and Clients have their say

Helping Hand Aged Care is committed to improving and growing its services and facilities in line with our residents and clients needs.

In July 2009 Harrison Research, on behalf of Helping Hand, completed an extensive research project to better understand the needs and expectations of our residents and older South Australians who use aged care services.

Research data was collected using a phone survey of more than 800 individuals, in-depth focus groups and one-on-one interviews. People surveyed included current residents and clients, family members and future consumers.

We were pleased to note that Helping Hand maintains its position as a market leader in Aged Care in South Australia and is well known for the professionalism and friendliness of its staff, high standards in care, and its respectful and dignified treatment of residents and clients.

These research findings will be used to inform future growth in services, care opportunities and communication strategies to ensure older South Australians are better informed regarding their options when choosing aged care services.

We thank all those who participated in the survey. What you have shared with us will allow us to develop our vision for the future.

While we know that the Australian aged care system is very good by world standards, it could be better. Older people often experience a long wait to receive services, sometimes they would prefer home care but have to move into a residential facility (or vice versa), and aged care providers are finding that funding is insufficient to meet the demand for care services and facilities.

At the end of July a major report on the future of health and aged care was released by the National Health and Hospitals Reform Commission in Canberra.

The Report makes many sensible proposals for the planning and funding of aged care services, and emphasises that future consumers should have more choice about whether they would prefer to stay at home or move to a residential care service. The Report also suggests more consumer choice in the range and flexibility of services provided to people at home.

We look forward to positive government action on these important recommendations!

Motivated and informed staff are a vital part of our aged care future, and Helping Hand is doing a great deal to encourage students to consider a career in this field. Our senior managers are frequently invited to address classes in Nursing and Allied Health at UniSA and Flinders University, and we operate a busy student placement program which typically places more than 100 students each year in relevant areas of Helping Hand. These placements provide "real world" experience for those studying Nursing, Physiotherapy, Occupational Therapy, Pharmacy, Social Work and Care Worker certificate courses. Further, about 40 "work experience" placements are also provided each year for secondary students.

Despite challenging economic times, Helping Hand remains committed to maintaining and developing high-quality residential care and housing facilities. To this end, we are presently finalising a very significant program of refurbishment, redevelopment and expansion which I look forward to announcing in the next newsletter.

A handwritten signature in black ink, appearing to read 'Ian Hardy'.

Ian Hardy AM Chief Executive

Grandparents as Parents funding boost



In July, Jenny Macklin, Minister for Families, Housing, Community Services and Indigenous Affairs, announced the release of extended funding to Helping Hand in support of the “Grandparents as Parents” program.

The program reduces isolation of grandparents by connecting them with fellow grandparents who care for their grandchildren. The program provides key services such as relationship skills, peer support opportunities, networking events, parenting information, and support with childhood learning and behavior management.

We currently support grandparents who live in the northern and western metropolitan areas of Adelaide.

The successful project, part of Helping Hand Aged Care’s Health and Wellbeing

program, will enter its fourth year with a further \$95,000 in funding.

Helping Hand Aged Care welcomes the additional funding, enabling this important project to continue to provide invaluable support services to grandparents who are the full-time carers of their grandchildren.

A special element of the service is the social outings for grandparents and their grandchildren which has included trips to the Adelaide Zoo, AFL football matches, bowling, wildlife parks and camps.

In Australia approximately 22,000 families are made up of grandparents caring for children younger than 17 years of age.

For further information regarding the Grandparents and Parents project and support services please phone 1300 653 600.

> MARCH/APRIL 2009

UK Partnership with Somerset Care

Our Summer 2008 newsletter featured an article about the inaugural Somerset Care / Helping Hand Aged Care Exchange Program.

Helen Rex, a staff member from Somerset Care in southern England, spent three weeks here learning our way of doing things and providing valuable new ideas.

Earlier this year, Kathy Milhinch, coordinator at Helping Hand Northern Areas Community Care in the mid-north, was able to complete the exchange program and visit Somerset Care for three weeks. Somerset Care is a similar organisation to Helping Hand Aged Care - they are a ‘not for profit’ organisation providing residential care and community services across southern England.

Kathy was able to gain firsthand knowledge of the way services are provided to community clients, in particular noting the large part that private community services play in the UK Social Service arrangement.

The opportunity to learn about the various challenges and strengths overseas has provided Kathy with invaluable information that will be able to put into practice as she continues working in Helping Hand’s Northern Areas Community Care program.

Appreciating our Volunteers

National Volunteer Week provided an opportunity for Helping Hand Aged Care to thank our volunteers for their hard work.

Helping Hand Aged Care residents, community clients and staff are thankful to all volunteers who donate their time to



Ian Hardy, CEO Helping Hand Aged Care, with Fay Stroud accepting her certificate

our organisation. For more than 55 years, volunteers have played a crucial role in the success of Helping Hand Aged Care.

The thousands of hours they provide each year supports us in maintaining a high standard of care and improving quality of life.

Services provided by our volunteers include assisting with activities and social functions at our residential sites, support for community based clients by providing transportation to external activities and appointments, and participation in fundraising initiatives by becoming auxiliary members.

A great example of volunteering is Fay Stroud, volunteer and now resident at Ingle Farm. In the early 1980s Fay Stroud began assisting as a volunteer at Helping Hand's, North Adelaide site.

In the mid 1990s Fay and her husband Don moved into the newly established home at Ingle Farm. Immediately she became involved in volunteering, became a foundation member of the Ingle Farm Auxiliary and worked tirelessly for that group until her retirement earlier this year.

To honour her unique contribution over two decades the Ingle Farm Auxiliary has awarded Fay life membership which was presented at a special ceremony on June 9th 2009.

Thank you Fay and all our volunteers, for your friendship and commitment - you are very much appreciated.

If you are interested in becoming a volunteer, please call 1300 653 600.

Reducing Loneliness

Successful Completion of Information Technology for Older Persons Pilot Program.

Helping Hand Aged Care, in partnership with the University of South Australia, has recently completed a unique three month pilot project that evaluated whether the utilization of internet technology could sustainably reduce loneliness for older persons.

The project involved installing computers into the homes of six older persons and tutoring them - one on one - on how to use a social networking site and the internet in general.

The aim of the pilot study was to assess if introducing older persons to appropriate

social sites like www.aboutmyage.com.au, would reduce social isolation.

The benefits of the use of technology are that a person can interact with others in the community without leaving home.

The findings of the pilot project show that the implementation of this type of technology into a person's home did reduce loneliness levels. While each experience was individual, feedback was positive overall.

Those who participated in the study stated that they felt more connected with the community outside their immediate environment and enjoyed making contact with other older people. It was also found that the wellbeing of several of the participants improved dramatically.



L-R, Luke Trenwith with Bob Hunter

One of our community clients, for instance, reported feeling far more individually empowered and socially confident.

Although this was only a small pilot project, the findings suggest that there is greater potential to utilize this kind of technology for older persons living in the community.

For further information about this pilot project contact Luke Trenwith on 8267 0817.

Enquiries and Information made easier



Amy Phillips

Helping Hand Aged Care is entering into a new phase of client care with the recent appointment of the role of Client Liaison Co-ordinator to answer the organisation's central enquiry line (1300 653 600).

Bringing a wealth of experience, Amy Phillips has worked in the health and aged care industry for fifteen years, both in Australia and the UK.

Amy is responsible for managing an individual's relationship with Helping Hand Aged Care when they first contact our organisation, to ensure that they access the right services for their individual needs.

"The aged care industry can be confusing and daunting at times, and for people who are investigating options available, it can end up being stressful" Amy said.

"We have a large team of dedicated individuals working across our organisation. By centralising this information we can offer a better range of choices when it comes to providing help and support to people"

Our central enquiry line will allow us to monitor and analyse the types of enquiries we receive. This supports us to grow as an organisation, and focus on developing and providing the type of care and services that people want.

The aged care sector has changed and grown dramatically over the last ten years and will continue to do so. Helping Hand Aged Care is committed to ensuring we respond to resident and client demands.

Helping Hand Aged Care is recognised as one of the most progressive organisations in Australia in demonstrating how innovative services can maintain peoples well being and independence. The diversity of our locations and services listed below play a vital role in helping us achieve this.

Residential Care

Helping Hand Aged Care owns seven fully accredited Residential Care facilities providing quality high and low care, respite and secure dementia specific services.

Locations include:

- Ingle Farm
- Mawson Lakes
- North Adelaide
- Parafield Gardens
- Clare
- Port Pirie
- Jamestown

Independent Living

1, 2 and 3 bedroom units available at:

- Belair
- Jamestown
- North Adelaide
- Prospect
- Clare
- Port Pirie

Health and Community Services

Community Care Packages are available for low, medium and high care needs (assessment in some circumstances may be required).

Services include:

- Personal care
- Domestic support
- Nursing support
- Disability services
- Therapy and rehabilitation services
- Respite services
- Mental health support
- Carer support and counselling

Our locations



Lifelong Learning at Parafield Gardens

An internet café at Parafield Gardens was established in 2001 with a grant from the Department of Adult Community Education.

Our grant has subsequently been extended through the Department of Human Services Positive Ageing Grant in 2003 and City of Salisbury Community Grant in 2005. Programs have included intergenerational interaction with the adjoining Parafield Gardens High School, recording of personal histories (Community Memoirs), and the current program: An Internet Café for Lifelong Learning.

All these programs provide opportunities for lifelong learning to all the participants - residents, students, volunteers and staff. We continue to explore ways of using technology which add new dimension to our residents' lifestyle.

The establishment of an Internet Café at Helping Hand Aged Care was seen as a tool to facilitate lifelong learning



L-R, Kim Hart with staff and residents

opportunities for residents and to promote intergenerational interaction between students and residents.

In collaboration with high school students from Parafield Gardens High School and Helping Hand staff, volunteers and residents the foyer of Helping Hand Aged Care Parafield Gardens was transformed into a hub of activity and technology. The initiative has been very successful and has received national awards, acclaim and international recognition.

Recently Kim Hart, who is a Clinical Nurse Educator at a Wollongong Aged Care facility, completed a four day placement at

Helping Hand Aged Care Parafield Gardens for her Masters of Research at the University of Wollongong.

As part of a previous assignment, Kim had read about the project 'An Internet Café for Lifelong Learning' and enquired about spending time with us to share experience and knowledge. Three residents participated in the research: Millie Percival, David King and Mary Van Diik.

The Helping Hand Aged Care Parafield Gardens Internet Café offers residents a choice of researching Family History on the web; assembling a Family Tree; recording a DVD of valuable photographs with a personalized commentary & music; and recording a personal Life Story/Memoirs in print or DVD interview.

This program provides residents with a fun activity which they can share with their families, as well as familiarity with the worldwide web and new technology.



Chaplain's CHAT

Mavis Hooper has been a resident at Helping Hand Aged Care North Adelaide for the past year.

Mavis Hooper was born in Sunderland, NE England, and comes from a family who have been gifted with creative minds and hands.

Mavis has been an artist for as long as she can remember and has enjoyed the freedom given to her at Helping Hand Aged Care to continue her passion for art.

Staff have helped Mavis set up a small area for her to paint in. She can often be found painting, modelling clay and sculpting. Mavis has made hundreds of porcelain dolls over the years, making her own moulds, painting them and creating intricate outfits.

Staff and residents enjoy observing Mavis' art and talking to her about her work as they pass by. Mavis is a member of the Helping Hand Aged Care congregation and, to commemorate her 90th birthday in May completed a painting of "The Chaplain".



L-R, Gayle Mc Climont with Mrs Mavis Hooper



L- R, Merrilyn Good, The Hon. Mike Rann MP, and Lynn Van Heusden tour Port Pirie

Premier visits Port Pirie

On 21st July the staff and residents of Helping Hand Aged Care Pt Pirie had the opportunity to meet the Premier, The Hon. Mike Rann MP.

Mr Rann was accompanied by Mr John Rohde the local Labor member, Lynn Van Heusden, Care Manager, and Merrilyn Good, Clinical Nurse. The Premier was taken on a tour of the Halliday Street facility in which 75 residents live, and also met some of the staff members working there. The premier was very interested in the old photos of Lealholme and its history.

Mr Rann remarked that the facility was well set out and very well looked after, he was then invited to share afternoon tea with some of the residents.

His visit was a great success and gave Helping Hand Aged Care an opportunity to showcase some of our regional services.

Purchase your Christmas cards from Helping Hand

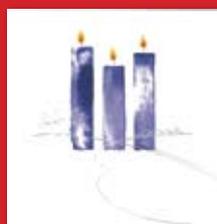
Before we know it Christmas will be here. By buying Christmas Cards through the newsletter all proceeds will benefit Helping Hand Aged Care programs and Community Projects.



A



B



C



D



E

Helping Hand Christmas Cards can also be purchased from: Charity Connections, located downstairs in the Southern Cross Arcade, King William Street, Adelaide, your nearest Helping Hand Aged Care site and online at www.helpinghand.org.au

Order Form

If you wish to order via mail, please complete and cut out this order form and send it back in the reply paid envelope enclosed.

Name

Address

Postcode

Phone (Home) (Work)

I enclose my Cheque/Money Order for \$ or charge my Visa Mastercard

Please note: No Credit Card transactions less than \$10.00

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Signature Expiry Date /

Quantity	Price
A 95c ea	\$
B 95c ea	\$
C 95c ea	\$
D 95c ea	\$
E 95c ea	\$
Total	\$

+ Postage & Handling \$ 4.50

Total Price (Price includes GST) \$



Lending a Helping Hand

Helping Hand Aged Care is supported by both State and Commonwealth Governments for the provision of a range of core services and facilities.

So why do we fundraise? It gives us an opportunity to add value to people's lives by offering additional services, opportunities and experiences. This may be in the form of new equipment, excursions, education to our clients and their carers or research into new services and care.

There are many ways that you can support Helping Hand Aged Care deliver the services and care it provides.

> This includes:

- Volunteering your time to one of our many programs
- Participating in an Auxiliary
- Making a donation
- Considering us with an In Memorium
- Bequests - your small contributions help us make a big difference.

If you would like to find out more please contact 1300 653 600.



Go Green!

Help us reduce the footprint we leave on the environment by following these simple ideas.

- You can save energy costs by setting air-conditioning to a minimum 24 degrees in summer and a maximum of 23 degrees in winter
- You can save paper by reading emails online or printing double sided
- You can recycle glass, tins and biodegradable packaging
- Drink cans and bottles can be returned to collection depots for 10c refunds which can raise money for your site
- A tap dripping every second will waste 10,000 litres per year - ensure you turn off dripping taps
- You can prevent cold drafts in winter and heat absorption in summer by closing doors and curtains, etc.

To help, Helping Hand Aged Care is selling environmental shopping bags as one way to encourage you to be eco friendly. For only \$1.50 you can purchase an enviro bag - please contact Robyn on 8366 5463 and you can pick it up from the site closest to you.

The Manual Handling Community Care Expo - Port Pirie

Northern Areas Community Care is hosting The Manual Handling Community Care Expo which will be held on October 15th from 10am - 3pm at Northern Festival Theatre Port Pirie.

For more information please contact Kathy Milhinch on 8633 0773.

Newsletter for the Residents, Staff, Volunteers and Friends of Helping Hand Aged Care. We trust that you have enjoyed reading this newsletter. If you no longer wish to receive it, please notify us by mail, fax or email at info@helpinghand.org.au

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