



Helping Hand  
AGED CARE

# HELPING HAND

The Helping Hand Aged Care Newsletter **Winter 2010**



## HELPING HAND Mawson Lakes expands

Full story on pg 2



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## > From the CEO



As you will see elsewhere in this Newsletter, work is now under way to extend the capacity of our Mawson Lakes residential facility from 92 to 104 places, at a cost of about \$2.4 million.

This is the first tangible step in a five-year program of redevelopment and expansion which will maintain Helping Hand's high standard of accommodation and increase our residential care and housing capacity to respond to future demand.

A \$3 million redevelopment of Belalie Lodge at Jamestown is the "next cab off the rank", and major upgrading works are also planned for Helping Hand Parafield Gardens and North Adelaide's Doreen Bond House, while Ingle Farm will benefit from improvements to the special care accommodation and gardens.

New care facilities include a 110-place residential care facility to be constructed as part of the "Lightsview" housing development at Northgate, starting in December this year, and 39 independent living units are to be built at Para Hills and Ingle Farm over the next two years. Planning has now also begun for new independent housing in Buxton Street, North Adelaide to replace the old Harrison Court units.

All this development is taking place in a funding environment which, currently, is not adequate for the level of accommodation and services required by the community. Federal governments of both persuasions have consistently failed to provide an adequate mechanism for accessing the levels of capital required. And in early June, the government announced that operating subsidies for 2010/11 would increase by all of 1.7% - which falls woefully short of the 4+% increase in staffing, utilities and other costs experienced over the past year.

However, while the government policy environment is very challenging for all aged care providers at the present time, Helping Hand believes in the critical importance of high-quality residential homes and services now and in the future. To the extent that our resources allow, we will continue to invest in, and plan for, quality and growth to meet the needs of older South Australians in the years ahead.

Ian Hardy AM Chief Executive

## COVER STORY >

# Mawson Lakes expanding

**We are pleased to announce that early in 2010 Mawson Lakes Residential facility commenced capital work expansion of the North Eastern side of the site.**

The extension is due for completion in January next year (subject to fine weather!). The new facility will result in a total of 98 resident rooms at Helping Hand Mawson Lakes.

The facility has established itself positively within the Mawson Lakes community and increasing needs and demands have prompted the extension of the facilities.

This extension will include 13 additional residential rooms, new dining areas, a courtyard garden and therapy treatment space.



The Mawson Lakes complex



Construction is well under way



# Helping Hand Looking to the future

**Helping Hand is continually looking for opportunities to broaden our service provision to provide the highest possible care to all our clients and residents.**

To achieve this we are focusing on a number of initiatives, including:

## **Investigating Client and Resident Attitudes**

Last year Helping Hand conducted a resident satisfaction survey, and the valuable information gained is helping us to fine tune our care delivery.

We will soon be running a series of focus groups and workshops to talk with our residents and their families about the survey results. If you would like to be involved in the workshops or learn more about this initiative, please contact Cathy Mc Govern Quality Manager on 82670871 or [cmcgovern@helpinghand.org.au](mailto:cmcgovern@helpinghand.org.au).

## **Strategic Planning**

Planning is vital for the future of aged care organisations such as ours. Helping Hand Aged Care's current organisational plan is reviewed in 2010 and we are now working on the new strategy to ensure that the organisation direction for the next three years aligns closely with the needs of the community.

Some areas that we are exploring at the moment include new approaches to care of people with dementia and innovative approaches to palliative care.

If you would like to contribute to the development of our next Corporate

Plan please contact Helen Radoslovich on 82670887 or email: [hradoslovich@helpinghand.org.au](mailto:hradoslovich@helpinghand.org.au).

## **Students at Helping Hand**

Helping Hand is committed to working closely with universities and other organisations to give students a positive experience in the aged care environment.

We accept students, for placement, from a diverse range of areas including healthcare, arts and architecture, computing and business studies.

Our hope is that positive experiences will help break down stereotypes and inaccurate perceptions of the industry. This will encourage students to consider working in the aged care sector or in the field of research in aged care.

In the last few months Helping Hand hosted five students from Flinders University, who participated in a pilot clinic involving Nutrition and Dietetic. Initial feedback suggests that the trial was very successful and may lead to further student nutrition and dietetic clinics in the future.

If you would like more information about this program please contact Jan Van Emden on 8267 0839 or email: [jvanemden@helpinghand.org.au](mailto:jvanemden@helpinghand.org.au).

## **More support for people with dementia**



L-R: Minister for Ageing Justine Elliot, Marcia Penn, Care Manager North Adelaide and Ian Hardy AM CEO

**On a recent visit to Helping Hand North Adelaide, the Minister for Ageing, The Honorable Justine Elliot, announced \$3.5 million in grants to fund 82 community aged care projects across Australia**

As a result of this, Helping Hand Aged Care will now be able to continue to support and raise awareness of people and their families who are living with dementia.

It is estimated that more than 245,000 Australians have dementia, and nearly one million family members and friends help care for them.

Helping Hand Aged Care will receive over \$63,000 to fund two exciting new projects. The Memory Farm Project, at Jamestown, will use memorabilia and antiques to support reminiscence therapy and social engagement. The Telling My Story filmmaking project will assist people with dementia to share their stories and help them recall and pass on life experiences.

For more information about these projects please call Megan Corlis on 8267 0840



# Winter Appeal

**At the very heart of Helping Hand Aged Care are the people we care for.**

Those we strive every day to assist in living:

*an independent life,*

*a fulfilled life,*

*a comfortable life,*

*a dignified life,*

*and importantly, a happy life.*

*They are our motivation.*

*We take this journey,*

*side by side with them*

*and their families, offering care,*

*support, security,*

*encouragement and comfort.*

***Our promise: to provide the best possible care through all we do.***

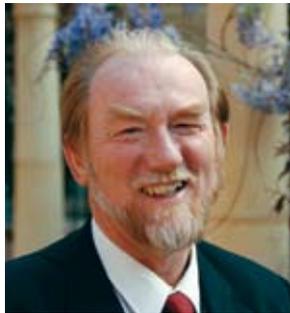


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# Board appointments



Dr David Filby



Carlien Coultate



Chris Stewart

**Our board members are all volunteers. This dedicated group of people bring a range of skills and experience to the board on a voluntary basis.**

We would like to acknowledge the contribution of our retired Board members former Chairman Mr Peter Murchland who joined in 2004, Dr. Pauline Payne a member since 2001, and Mr Kim Leane a member since 2006.

We would like to congratulate Dr David Filby, who was appointed Chairman and welcome Ms Carlien Coultate and Mr Chris Stewart to the Board.

## Dr David Filby

Originally appointed as a Board Member in July 2007, he is a member of the Finance & Property Sub Committee and has a strong background within health.

David has been the Executive Director of Policy and Inter-government Relations within the SA Department of Health since August 2002.

He has previously held various executive positions in the SA Health Commission and the SA Department of Human services.

## Carlien Coultate

Carlien joined the Board in October 2009 and is a member of the Client Care Sub Committee. Carlien is also a Director on the Board of SA Landscaping and has been a Board Member and Chair at Alwyndar Aged Care and Defense Teaming Centre.

## Chris Stewart

Chris Stewart became a Board Member in September 2009 and is a member of the Finance and Property Sub Committee. He is currently the National Manager, Corporate Development - Elders Financial Services Group and also Chairperson of the Emerging Directors Committee with the Australian Institute of Company Directors.

# How will you be affected by the new system?

**On 1 July 2010 Helping Hand Aged Care will be launching a new software system. As a result, you may notice a change to your monthly statement.**

The new and innovative system should ensure accurate billing as well as streamlining processes and procedures. If you have any queries, please phone the number on your statement.



## Volunteering. Making a difference

**As our ageing population increases, volunteers play an important role in the lives of our residents and clients.**

80% of people surveyed by Volunteering Australia (2009) report that the deciding factor in them becoming a volunteer was knowing that they would be making a difference to someone's life.

Bruce McLeod has been a much valued volunteer for Helping Hand Aged Care for 19 years and considers volunteering to be a part of who he is. Bruce became involved in volunteering when his step-father moved into Helping Hand Aged Care at North Adelaide (Melrose House).

At North Adelaide he would cook weekly BBQs, help with activities and take residents to appointments. He began to build relationships with all the residents and enjoyed having a special connection with them.

When Helping Hand Ingle Farm was opened in 1995 some residents from Melrose House moved into the new site. Bruce was asked to help with the transition as he was such a friendly, familiar face. He then became a founding member of the fundraising group, now known as the Ingle Farm Auxiliary.

Bruce helped organize many fetes, craft markets, BBQ's, movie nights, casual days, wine tasting, and the list goes on. He has been awarded Life Membership in the Auxiliary at Ingle Farm - a great achievement.

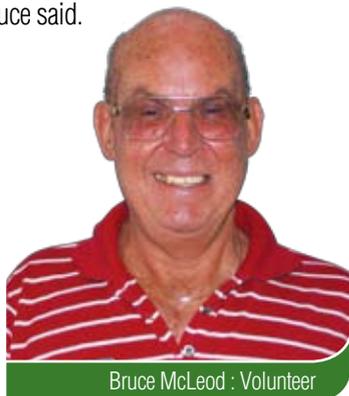
"Helping Hand residents and staff have become like family, I am able to look after people and help them have quality of life, while having some fun along the way. It is a humbling experience to be a volunteer", Bruce said.

### **Enriching your Life by Volunteering.**

**Helping Hand would like to thank our wonderful team of volunteers.**

We have many locations throughout Adelaide and regional South Australia where you can volunteer.

If you would like more information please contact 1300 653 600.



Bruce McLeod : Volunteer

## Helping Hand Staff - Ensuring safety, wellness and quality



Sandra Ison, Team Leader Complex Needs

"I enjoy working with people and making a change in their lifestyle, providing them with the skills, knowledge and assistance to make their lives more fulfilling" says Sandra Ison, Team Leader Complex Needs, Health and Well Being.

After coming from a nursing background at the Royal Adelaide Hospital, Sandra joined Helping Hand Parafield Gardens in 1991 as a carer.

Over the years her role expanded and in 2009 she was approached to take on the role of Team Leader Complex Needs at our Supported Residential Facilities. Our Supported Residential Facilities provide boarding house-type accommodation to older people and people with disabilities or complex needs.

Sandra supports staff and assists residents to maintain everyday living skills. She ensures safety, wellness and quality as well as developing ongoing and new initiatives.

"The people I have developed relationships with, both staff and residents, are one of the best things about working at Helping Hand" says Sandra. "There is always someone willing to lend a hand and make an improvement".

# Country Community Care celebrates 10 years of excellent service

**Helping Hand Aged Care's Northern Areas Community Care Program has proudly established itself as the largest leading private provider of care in regional South Australia, over the past decade.**

The Northern Areas Community Care Program supports people with both low and high care needs including specific care packages to cater for the needs of people with dementia. The high quality care provided to people makes a positive difference to their lives. Over the years they

have expanded and increased their services to care for more people. The quality of care provided gives satisfaction, and piece of mind, to both clients and their families.

"Providing the care and support needed to help a loved one stay living at home is a vital service both to the individual and the community" said Syd, General Manager-Country Division. "Northern Areas Community Care is a real success story in providing professional, high quality aged care services for people living in regional South Australia."

We now offer a variety of services to the Yorke Peninsula, Lower North, Mid North, Barossa Valley, Copper Coast and Barunga West regions.

"We can now offer a total of 129 Care packages. This enables older South Australians to stay at home longer and to remain independent in their Community" said Syd Farrell.

Events were recently held in Port Pirie and Jamestown, to celebrate 10 years of care and service in the mid north.

For a limited time Helping Hand Aged Care offers you free trial assistance to help you remain independent.

For more information call 8633 0773.

# Helping Hand Aged Care assists older people maintain their independence

**The Commonwealth Government has provided Day Therapy Centre funding to Helping Hand Aged Care for over 25 years, enabling the organisation to offer older people much needed rehabilitation and therapy services.**

Two programs are now established to provide support to older people in the community. Successful Ageing provides counseling and social work, while Healthy

Ageing provides hands-on therapy, such as physiotherapy, podiatry and occupational therapy, to people living in the community or in residential care.

Helping Hand Aged Care assists older people maintain quality of life, helping them remain an active member of the community. Therapists work closely with clients to offer support that will help them to maintain their independence.

Allowing older people to have choice, dignity and quality of life is of great importance.

The continuation of programs such as Successful Ageing and Healthy Ageing is vital to ensure older people either regain or retain more active, valued and productive roles in our community.

For more information call 1300 653 600.

## Bernard H. Booth REAL ESTATE

RLA184130

Richard Hayward  
RLA224119



"Having had an association with Helping Hand North Adelaide for a number of years, I have assisted residents and their families with their real estate requirements, and appreciate the sensitivity involved."

**If Richard can be of any assistance he would be delighted to hear from you on 8236 5555 or 0418 825 455.**

**Our passion is the promise of your success.**



Your feedback helps to improve our services

## Client Feedback brings positive results

**At Helping Hand we always strive to improve our services, and one way of assessing how we are going is to conduct surveys. Recently we carried out a survey to check the level of satisfaction and understanding of the admissions process into residential care.**

Phone calls were made to residents, or next of kin, who had entered a Helping Hand facility within the past three months. The questions focused on both the paperwork involved and the interviews conducted at the time of admission.

We are pleased to report that overall the response was very positive. When asked about the level of understanding and professionalism displayed by the Admissions team, 91% of people said that the service was very good or excellent and were pleased with the process overall.

The paperwork involved in the aged care placement process can sometimes be overwhelming, particularly as it may come at an already stressful time in someone's life. 90% of people interviewed felt that the forms provided by Helping Hand were easy to understand and complete, and that the Admissions staff were able to answer any questions they had.

Whilst we are pleased by the results of our latest survey, we still strive to improve our high standards and are always happy to receive feedback on how we can better serve you in the future. This Admissions survey will now be conducted quarterly to ensure these high standards are maintained.

For more information about current quality improvement initiatives please see page 3, or to provide us feedback on your experiences regarding admissions please call 1300 653 600.

## Helping Hand Aged Care increases services

**Helping Hand Aged Care successfully secured more than \$600,000 in new Home and Community Care (HACC) funding, in 2009. This will enable us to grow our community services across metro and regional South Australia in 2010.**

The funding will be used in Respite, Gardening and Mental Health programs as well as improving services in the mid north.

There are approximately 227,700 carers in metropolitan and regional South Australia. Previously, they have had to travel a long distance to access respite. With the expansion of funding into metro south we can give carers more choice in service providers.

The Helping Hand Gardening Program will now include ongoing maintenance in addition to one off services, enabling clients to remain home longer, by providing a safe external environment.

The growth of our Mental Health program will enable clients to build social skills, independence and confidence, as well as giving flexible support to clients in the community.

Helping Hand Aged Care can now provide in-home services to more regional areas. We can now offer Care Packages in Jamestown, Orroroo, Wilmington and Terowie. People in these areas can receive domestic assistance including house cleaning, laundry, ironing, washing and shopping with a care worker.

To find out more about any of these services please contact our Client Liaison Coordinator on 1300 653 600.

# Sensory Garden

**At Helping Hand we are always exploring new opportunities to enhance the lives of our residents and clients.**

In June 2009 Salisbury Downs Primary School Science Coordinator Domenica Thompson collaborated with our development team, Helping Hand Ingle Farm Care Manager Belle Kerr and Resident Liaison Officer Sandra Morgan to develop a sustainable, water-efficient garden within the grounds of the Ingle Farm facility.

The aim of the garden was to create an environment that would assist in maximizing the health, wellbeing and quality of life of older and younger people in our community.

The project was sponsored by the Premiers Industry Award for Teachers of Science and Mathematics, and Helping Hand was awarded a certificate of recognition for their contribution to the project.

It was with the generous donation of the Ingle Farm Auxiliary that Helping Hand was able to establish the sensory garden in March 2010. The creation of the garden has had a number of positive outcomes for both residents at Ingle Farm and the surrounding community.

The garden is year round water-wise, and provides therapeutic benefits to all involved through relaxation and active involvement in planting and tending the garden.



Residents caring for their garden

One of the aims of the garden was to create a space that would stimulate the use of all five senses - sight, smell, sound, taste and touch.

Enthusiasm has now been built the Development Unit and Ingle Farm are now investigating further development in the garden to incorporate a rehabilitation trail, which can be used by community clients and the establishment of a community space in the courtyard, to encourage utilisation of the external environment by families.

# Supporting People with Parkinson's Disease

**Parkinson's SA and Helping Hand Aged Care have established support groups in Adelaide's North West.**

Parkinson's disease is a progressively degenerative neurological disorder which affects control of body movements. There is no known cause or cure.

In Australia 25 people are diagnosed with Parkinson's disease each day. The support group is a new initiative in Adelaide's North West and offers those diagnosed with Parkinson's disease an opportunity to share their experiences, learn more about their disease and managing it in creative ways.

Information sessions held earlier in the year had guest speakers - Dr Karyn

Boudy from the Queen Elizabeth Western Neurology Specialist Centre; Ruth Withey, Clinical Nurse specializing in Parkinson's disease; and Alexandra Hayes from Parkinson's SA.

Their knowledge and expertise of Parkinson's disease enabled a wide range of topics to be discussed.

The information sessions achieved very positive results, with a significant number of people attending and positive feedback supported the development of a support group in the North West Adelaide area in the near future. For more information please call 1300 653 600.



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- Prizes Galore!**  
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- Bring a plate to share, coffee and tea available**
- Call 0419 820 096 and secure your seat**

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