

Helping Hand

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Helping Hand
new aged care

From the CEO



I am very pleased to report that we have completed the \$11 million major redevelopment of Doreen Bond House at North Adelaide. To cause minimal disturbance to residents the project was carried out in stages over three years, and thanks to the care and planning of our staff and Kennett's Builders the project has provided 66 single rooms and suites in a beautifully finished home.

This project completes an extensive cycle of building works undertaken over recent years which included significant investment at our homes at Jamestown, Parafield Gardens and Ingle Farm as well as the new 110 place facility at Northgate.

While our buildings are a very important part of the care services we provide, our staff are central to all our services. We recently completed this year's round of staff appreciation functions in the metropolitan and country areas – a dozen occasions when I can pass on directly to staff the appreciation and thanks of Helping Hand for the work they do in providing care and support to our thousands of residential and

community clients. As usual, I've also presented certificates to staff members who have been with Helping Hand for 5, 10, 15, 20, or 25 years – this year alone more than 150 staff qualified for acknowledgement!

Helping Hand is also doing a lot to encourage students to consider a career in aged care. 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 each year typically places more than 500 tertiary and vocational students. These placements provide real world experience for those studying Nursing, Physiotherapy, Occupational Therapy, Pharmacy, Social Work and Care Worker certificate courses. In addition, each year about 500 work experience placements are provided for secondary students.

In parallel with these activities our workforce has now grown to about 1400, making Helping Hand a very significant South Australian employer.

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 Officer

Helping Hand is going smoke free

In recent years Helping Hand has been reviewing its position on smoking at our residential sites and offices. Following extensive consideration of the matter, our Board has endorsed Helping Hand transitioning to a smoke free organisation by 31 May 2016, International Tobacco Free Day.

We have arrived at this position because Helping Hand has a responsibility to all staff, volunteers and clients to ensure that our environments are safe and comfortable for everyone. We also have a social responsibility to support the broader community direction of smoke free public environments.

Underpinning the decision are the assurances that staff, clients and volunteers will be supported if making the choice to cease smoking. While we move to a smoke free environment, we will continue to respect the individual's right to smoke away from Helping Hand property.

With about two years before this policy is implemented, we are looking forward to the opportunity to work closely with our staff and clients across the organisation to plan and implement this positive transition.



Changes to Advanced Care Directives

The way in which you or a loved one appoint one or more persons to make personal, medical or lifestyle decisions on your behalf, if you or they lose capacity to make those decisions, has recently changed.

Until 30 June 2014, you would have appointed a legal guardian and/or a medical attorney and/or made an Anticipatory Direction (in relation to end of life decisions). Using one or all of those separate legal documents you could have also recorded your wishes in relation to your personal and medical care, your lifestyle and accommodation to help guide your appointed decision makers.

From 1 July 2014, the law has changed and all of these appointments, wishes and directions are now recorded together in once document by making an Advance Care Directive. An Advance Care Directive

allows you to appoint a person or persons of your choosing to make decisions on your behalf and allows you to state your values and wishes in relation to those decisions.

Importantly, however, powers of guardianship, medical powers of attorney and anticipatory directions made prior to this date are still valid and will continue to remain valid. The laws for appointing a person to assist with your legal and financial affairs (an attorney appointed under an Enduring Power of Attorney) have not changed. For more information, visit the SA Government website www.advancecaredirectives.sa.gov.au

Information provided by Katrina Nitschke, Wills Direct

Join us online

Helping Hand has a Facebook page, www.facebook.com/HelpingHandAgedCare. The page is a great way that you can stay connected with us, and share in our story. Our community of clients, families, staff, friends, volunteers, students and partners are all welcome to join in the conversations. We would love to hear from you and find out what you would like to see posted on our page now and in the future.

We also have our own Linked In page, linkedin.com/company/helping-hand-aged-care. In the coming months we will be advertising selected job vacancies here, so keep an eye on the page if you're interested in joining Helping Hand.

Our website www.helpinghand.org.au is also the central place for you to find out information about Helping Hand – information about our services and homes, and any employment vacancies, residential care home and retirement living vacancies are always listed. You can apply via the website for any residential, independent living or career vacancies or to volunteer.

Linked in [/company/helping-hand-aged-care](http://linkedin.com/company/helping-hand-aged-care)

facebook [/HelpingHandAgedCare](http://facebook.com/HelpingHandAgedCare)

New aged care fees and payment options

The Australian Government recently announced changes to the way that fees and charges are calculated for home care and residential care. The aim of the changes is to provide people with more choice and flexibility when they are entering and using aged care services, and to give more transparency with the details of costs. The Government has provided information on their website www.myagedcare.gov.au including a fee calculator to help you work out which fees are applicable to you.

What are the fees?

We have prepared a brochure that explains the costs associated with residential care homes in detail. This can be downloaded from our website helpinghand.org.au/documents/fees/residential-care/ or you can call us on 1300 653 600 and we will post you a copy.

What if I can't afford it?

The Department of Human Services will conduct a means test based on your income and assets. You will only be asked to pay fees and charges that they consider you can afford. If you believe you will face

financial hardship in paying aged care costs, you can ask to be considered for financial hardship assistance.

What if I entered residential aged care before 1 July 2014?

The costs for residential aged care homes changed on 1 July 2014. If you entered a care home before this date, you will continue to pay fees under the old arrangements that were in place when you moved in.



Did you know?

Many clients find it useful to seek advice when considering entering residential aged care. It is a good idea to make sure your advisor is aware of the current rules about aged care fees and charges. Some organisations that specialise in aged care financial planning and estate planning are:

/ **Tend Financial Planning**
tendfp.com.au
8362 4555

/ **Western Pacific Financial Advisors**
westernpacific.com.au
1300 684 402

/ **McInerney Barratt Financial Solutions**
mbfs.com.au
8272 1888

/ **Wills Direct**
Katrina@wills-direct.com.au
0400 421 370

Northgate gets a post box

Northgate residents know that there is nothing better than receiving a handwritten note from a friend. They also enjoy posting letters the old fashioned way. This message reached the husband of one of our residents, Dave Gartner, who told us that he would design a post box for the nursing home. The end result was amazing. Dave worked lovingly to replicate the old fashioned post box and we think he has done a wonderful job.

On 18 July the official launch of the post box was held and residents gathered to see Postman Pat (aka Dave Gartner) cut the ribbon and declare the post box now officially open for use. Residents were then invited into the hall where volunteers and staff assisted them to write a note to someone else in the care home.

Helping Hand staff and the gardener also received a mention! They then posted the note in the official box and in the afternoon Postman Pat delivered them to the door of the residents who were the lucky recipients of a message. It was a fun day for all.

Helping Hand sincerely thanks Dave for all his hard work in making this a great interactive activity for residents.



Weaving a web of support

Three out of five people will care for an older parent, friend or relative at some point in their lives. Carers are known to have decreased wellbeing, but the Weavers project aims to change this. Weavers offer a new kind of support for carers, connecting them with local people who have caring experience. Caring for a loved one can be stressful, and often people don't know where to look for support. While there is information and help out there, it can be overwhelming and confusing to try and access it. Weavers are there to step in and share their knowledge. They weave a web of support around the family, helping them to access resources, mobilise friends and family members, navigate services and connect with other Weavers and carers.

Helping Hand is pleased to be one of the partners supporting this program, which is being piloted in Adelaide. The goal is to expand the program throughout Australia, providing practical help and support for carers across the country.

If you would like to use your caring experiences to help fellow carers:

- / Navigate and negotiate support services
- / Mobilise family and friends
- / Increase community connections
- / Address guilt, grief and loss associated with caring
- / Find ways to look after their own health and wellbeing, or
- / Build resilience and hopes for the future,

we would like to hear from you! Please contact us on 1300 653 600 to find out how you can become involved in the Weavers program.



Weavers



Turn Up Your Voice! Consumer and Carer Engagement in Helping Hand

Turn Up Your Voice is the name for activities Helping Hand is doing to ensure that older people who use our services, and their family, friends and carers, can have a say on what we do. These are some of things which have been happening over the last two years.

Consumer and Carer Reference Group

A group of about ten people who either use services or whose family members use services, have been meeting since May 2013 to provide advice on topics and issues relating to Helping Hand. The group's members represent residential and community services users from both metropolitan and country areas. Topics they've discussed include:

- / A better way to get feedback on how satisfied residents, family and carers are with our residential services
- / Pets in aged care – what's possible? What's not?
- / Loneliness and isolation – what could be done?
- / What's in a name? – should service users be called customers or clients or consumers?

The big topic of discussion at the moment is 'What is customer service?'. The group has developed a definition and, at its October meeting, developed examples of behaviour and attitudes which demonstrate good customer service. This information will be used in the creation of new training and development approaches for staff.

We are looking for more people to be involved in the group, particularly people who are receiving community services, caring for someone in the community or who live in country South Australia. If you think you might be interested, please contact Bianca Silvestri for more information on 8267 0875 or bsilvestri@helpinghand.org.au

How satisfied are residents and carers with services from Helping Hand?

This is the question we asked of residents and family members at each residential care home, starting in July 2013 and finishing in March 2014. We used a short survey which was posted to all primary contacts of our residents, and was personally delivered to each resident, where appropriate, by a dedicated team of volunteers. In many cases, the volunteer helped the resident complete the survey. We also had morning or afternoon teas where people could come and fill in the surveys. This process was called Turn Up Your Voice! which has now become the name for all our consumer and carer engagement activities.

We were thrilled by the response with about three quarters of residents participating. About one third of primary contacts also completed the survey. The feedback was very positive, with 85% rating Helping Hand as good or excellent and 87.6% saying they would recommend Helping Hand to others.

Most important of all, though, we learnt a lot about what you like about our services and what we could do better. Overall, the feedback showed that our staff are the stars and they are what make our services great. Residents and carers also like the physical

environments (the way the care homes are built, their homeliness, their cleanliness) and the care. Areas for improvement also identified staff and care, indicating that we don't always get it right. As one resident said, "A few bad apples let the rest down." We also could improve in areas relating to activities and lifestyle, and food and dining.

Each care home was given feedback about their specific issues. They put in place action plans and most of these have been completed. We hope that residents and carers have seen changes over the last twelve months as a result. We'll also be looking at the results for the whole of Helping Hand to see what other things we need to change.

This approach has been so successful, we are thinking about other ways we might use it. If you would be interested in volunteering to help with other Turn Up Your Voice activities, please contact Helen Radoslovich on 8267 0887 or hradoslovich@helpinghand.org.au



Where did that shopping cart come from? Co-design at Parafield Gardens

Co-design is a new way of identifying issues, developing solutions and putting them into practice. It hasn't been done in a residential aged care setting, until Helping Hand Parafield Gardens took up the challenge in 2013.

Co-design involves everyone in the community working together. In this case, a project team comprised of staff and residents were trained in Co-design techniques and in late 2013 and early 2014 they interviewed 18 residents to understand their hopes and aspirations, and to identify what is important in their lives. These interviews showed a number of things. While residents appreciate the support and care provided by staff and volunteers, they were looking for more opportunities to contribute to their community. They don't just want to fill in time; they want to be more engaged in valued and meaningful activities of daily life. They want to be more active and they want to do things beyond the four walls of the care home. In the words of one resident: "I hope life is good. I don't want to be 100... I want life to go on slowly for me and to enjoy it to the end."

The project team used these ideas to generate new opportunities for programs and activities, one of which has been implemented by the project team with other residents. In June 2014 with support from staff, residents have set up a shopping cart in the front foyer and sell small gifts, magazines, cards, toiletries and chocolates to residents, friends, family and staff. From all accounts it has been a great success.

"I hope life is good. I don't want to be 100... I want life to go on slowly for me and to enjoy it to the end."

The range of other ideas has been included in a report for the staff and residents to keep working on into the future.





What to know more?

If you would like to find out more about consumer and carer engagement at Helping Hand, please contact Helen Radoslovich, 8267 0887 or hradoslovich@helpinghand.org.au

Valuing our volunteers

From Helping Hand's beginning over 60 years ago, volunteers have always had a pivotal role in our success. Every day they make a difference to the lives of our clients, by helping with support and activities that can range from working in one of our cafés, to gardening, to bringing in pet visitors to our care homes. Over 3200 hours of dedicated service are donated by over 400 volunteers every month, filling a vital role in the Helping Hand community right across South Australia.

Volunteering has a range of benefits – it can connect you to others, increase your self-confidence and wellbeing, advance your career, and bring fun and fulfilment to your life.

If you're interested in volunteering, we would love to hear from you. You can fill in an online application on our website www.helpinghand.org.au/careers/volunteers/ or call us on 1300 653 600 and let us know how you can help.



Volunteers at Penny Lane gift shop, North Adelaide



Iris Dawson

Iris' story

For over 60 years our sole aim has been to give people the best possible quality of life, promoting in them a passion for the things that enrich their existence, the care and company of others, recreational activities and that all important sense of belonging.

Iris Dawson is one such example of achieving this aim.

In 2006 Iris was hospitalised after suffering some falls. She was referred to Helping Hand at Ingle Farm, where, with the help of intense physical therapy and other support, she was back on her feet and able to return to her own home after three months.

Later that same year, after a series of further falls, she decided that she needed a more permanent support. Her previous rehabilitation experience at Helping Hand Ingle Farm was instrumental in her decision to return there as a permanent resident.

"I did not want to be dependent on my four children, eight grandchildren and nine great-grandchildren! They were all very supportive of me coming to live at Ingle Farm," says Iris. When the children and grandchildren come to visit, she loves to have lunch and coffee with them at the onsite cafe. The walls and shelves in Iris' room at Ingle Farm are filled with photos of her large family, bringing them into her home every day.

Iris has made Helping Hand her home for nearly eight years now, and has truly become part of our family. She enjoys the special luncheons and celebrations, and likes being able to attend regular church fellowship services at the onsite chapel.

"I love the staff, I am very appreciative of their help and friendship, and I enjoy the company of the other residents. They are all like family to me".

Helping Hand has supported Iris and her family through every step of her journey. With your financial assistance and the expertise of our professional staff, you can help us to assist others like Iris to achieve their aim. No amount of financial assistance is too small (or too large) with donations of \$2.00 or more being tax deductible.

Helping Hand events

Grandparents as Parents is a program of Helping Hand and supports grandparents who are fulltime carers of their grandchildren. As you might imagine our grandparents are of diverse ages and backgrounds and the children in their care range from small babies all the way up to teenagers and young adults. Most often children arrive at the home of their grandparents with little warning and with very few possessions. Grandparents at times need to start from scratch to gather needed items for the children. Through tailored support we aim to offer a range of opportunities for those in the program to excel during this often challenging time.

In partnership with Families SA Kinship Care, Uniting Church Salisbury Parish and Lutheran Community Care Alternative Care Service, we recently sought donations of household items, clothing, toys and more, and held a swap meet for our grandparents.

This event, held at the Salisbury Uniting Church, Brown Terrace, Salisbury, was a great success, with many families being able to receive needed donations. Any items left at the end of the swap meet were donated to charity. For more information about Grandparents as Parents, please contact Rosie McRostie, program coordinator, on 1300 444 663.

Helping Hand is proud to be a gold sponsor of the 13th National Emerging Researchers in Ageing (ERA) Conference. The conference will be held on 24 and 25 November at Flinders University City Campus, Victoria Square, Adelaide. It will be jointly hosted by the Flinders Centre for Ageing Studies at Flinders University and the Australian Population and Migration Research Centre at the University of Adelaide.

The ERA conference presents a unique opportunity for research higher degree students in the diverse fields relating to ageing to present their developing research. Each year the conference draws an audience of students, academic researchers, practitioners and policy makers and ERA 2014 promises to be an exciting opportunity to network, exchange ideas and discuss the latest in ageing-related research. For more information about the conference, please email era2014conference@era.edu.au



Our environmental commitment



Helping Hand is committed to reducing the impact of our environmental footprint, and becoming a more sustainable organisation. We are determined to meet the current needs of our clients, while keeping in mind the impact our actions will have on future generations. In order to reduce our environmental footprint and increase our long term ecological sustainability, Helping Hand has established several areas of interest on which to focus:

1. Reducing waste sent to landfill and increasing recycling
2. Monitoring and reducing energy usage in our buildings
3. Supporting staff to integrate sustainability in their work day
4. Utilising environmentally friendly or fair trade options when purchasing

For more information about any of these areas, please call us on 1300 653 600.

Staff Appreciation Month

Every year, over 1400 staff members dedicate countless hours to making Helping Hand a success for our 7000 clients, from organising carer retreats to manning the telephones to cooking meals for our residents. September was Staff Appreciation Month at Helping Hand. For over twenty years Helping Hand has held annual staff appreciation functions, giving us an opportunity to say thank you to all staff members for their service and commitment to the organisation and to our clients.

This year we celebrate the fact that 30 people will reach the milestone of being with Helping Hand for ten years – in all, there are currently 73 people who have been with Helping Hand for more than ten years, representing a total of 1239 years service with the organisation! Congratulations on reaching these milestones and thank you for your ongoing great efforts.



Contact details

For further information on any of the articles, or to be removed from the mailing list, please contact us.

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