

Best Days Yet

Multicultural Wellness Program Newsletter
Spring Edition

Inspirational Ageing

In our last two editions of this newsletter we shared two inspirational poems on ageing by Patricia A Fleming. This edition has another one titled "The Hands of a Warrior". The last verse is particularly poignant and so very true, for the hands of every senior are the hands of heroes who have given so much to family, friends and others often at great cost to themselves.

MSC rejoices in your personal achievement and acknowledges the immense contributions that you have made for decades.



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The Hands of a Warrior

Patricia A Fleming



Purple veins strain against the skin.
Pale, translucent, paper thin.
Skinny fingers clawed in monstrous shapes,
Brown spots from years that she can't erase.

Now wrinkled and fragile, weak and sore,
So many things she can't do anymore.
Some days she feels she's been betrayed
By the cruelty of her advancing age.

She rubs her hands to ease the ache
And recalls the life they helped to make.
She looks at them and feels the loss,
Living a life bears a very high cost.

These hands that held her children near,
That gently dried their salty tears.
Hands that held her husband's tight,
That never let go against the fight.

Miraculous hands that protected and soothed.
Hands, they conveyed her every mood.
Hands so strong they could carry the weight,
That would never give up and never forsake.

Those hands that took little but always gave,
Hands that applauded each achievement made.
Those soft, sweet hands that gently cared,
For those sick or lost in dark despair.

Hands that fussed and fumbled that day
Her husband gave their daughter away.
Those hands holding tight as he slowly died,
Caressing his brow as she stood by his side.

Hands that rocked her grandson to sleep,
That gladly took over when others grew weak.
Hands that once held everyone that she loved,
And prayed for strength to our God above.

Hands that were always so willing to give,
Hands that reveal a life fully lived.
Small, feeble hands, now empty and cold,
These hands that each day will keep growing old.

These hands she now tends to hide away,
These hands that at times make her feel ashamed.
Grotesque and useless in her eyes,
They rest in her lap as she quietly cries.

But I see the hands of a hero so true,
A woman who survived what this life put her through.
A woman whose heart still shimmers like gold,
With the hands of a warrior who made her mark on this world

This poem can be heard by accessing the link below
<https://www.youtube.com/watch?v=sH0NDVHT1Zc>

You are in Safe Hands

The Aged Care Quality and Safety Commission undertook a Quality Audit of our CHSP and HCP programs on 16-17 August 2023. It involved assessment of MSC's performance, in relation to the service, against the Quality Standards. They interviewed Consumers (8), Consumer representatives (12) Management (6), Program Coordinators (2) and Care staff (6).

Summary of findings (excerpts)

"For Quality Standard 5, the Assessment Team assessed both social support group and centre-based respite service environments located in Morley. Time restraints and non-program days prevented the Assessment Team from visiting day centres based in other locations."

"Consumers and representatives said staff visiting their homes are kind, respectful, and take time to get to know them to ensure care and services are provided respectfully and in line with their needs and preferences. Consumers and representatives were satisfied they were consulted and supported, with their preferences, choices and needs discussed and recorded."

"Support plans were found to be individual to the consumer. Risk was identified and strategies agreed with the consumer to ensure safe and effective care and services."

Feedback from consumers confirms staff are supporting consumers to remain connected to their communities and participate in things that interest them like maintaining social and personal relationships."

"Consumers and representatives reported high levels of satisfaction with the services offered including at the Morley day club."

"Consumers and representatives interviewed confirmed they were aware of feedback and complaints processes, and they felt comfortable providing feedback and raising any concerns when required. The service demonstrated it responds in a timely way to complaints and consumers were satisfied with the outcome."

"Governance systems are in place and the Leadership Group and Board meet regularly."

The Assessment Team is recommending that on the totality of the evidence referred to in this report, all requirements are 'Met'.

The board and management of MSC extends its thanks and appreciation to the 20 Consumers and Consumer representatives who shared their views with the auditors.



Aged Care Volunteer Visitors Scheme

MSC is pleased to be able to provide volunteer visits for eligible clients under the Aged Care Volunteer Visitors Scheme (ACVVS). The ACVVS is a free service available to aged care recipients in Residential Aged Care Facilities and those receiving Home Care Package services. The aim of volunteer visits is to reduce isolation and loneliness and promote community connectedness. If you know someone who would benefit from a volunteer visitor, please ask one of our friendly team members or email rashmi@mscwa.com.au

Socially Engaging Group Wellness Activity (SEGWA)

SEGWA (previously referred to as Getaway) recommenced in light of the beautiful spring weather, and many of you took the opportunity to participate. The general feedback that we received from all groups was the Vines Resort based event allowed consumers the opportunity to explore the Swan Valley region, engage in stimulating activities, enjoy the company of other clients and that the food was great. We hope to do another round of SEGWAs around April/May 2024. Consumers will be consulted well in advance about proposed venues, activities etc.



DrawCare

DrawCare is an initiative from the National Ageing Research Institute (NARI) in conjunction with Curtin University. As part of the study, multilingual resources have been developed to support culturally and linguistically diverse family carers for people living with dementia. Participants are being recruited for the study to trial the resources that have been developed. MSC clients and their carers are invited to express interest in participating. For further information please speak to our friendly team.

2023 Christmas Celebration

Our Christmas lunch and end of year celebration is set for Tuesday 12th December and will be held at the Laguna Veneto Bocce Club. This year's event promises to be another memorable one with a focus on client engagement and participation and as always great food and company. For further information or to RSVP, please speak to one of our friendly team members.



Services in your home

MSC is funded under the Commonwealth Home Support Program (CHSP) to provide Domestic Assistance and Social Support Individual to eligible clients. These services are to support older people remain in their own home safely as well as manage day to day tasks which have become more difficult due to age related concerns. Services are provided by our very experienced multilingual staff.

Domestic Assistance may include help with general household tasks inside the home such as vacuuming, mopping, cleaning the bathroom and toilets, changing bed sheets, washing and hanging laundry.

Social Support Individual is available to provide one on one support in the home or to assist accessing the community, managing shopping, getting to and from appointments and help to manage day to day errands.

To access these services, a referral through My Aged Care is required. If you would like to know more about these services or about getting a referral through My Aged Care, please speak to one of our friendly team members.

Launch of MAHAN

MSC's Multicultural Allied Health And Nursing (MAHAN) program has commenced and we are proud to be able to provide a range of Allied Health and Nursing services in house to our Home Care Package clients and our NDIS Participants. MSC has recruited a multidisciplinary team of experienced therapists and clinicians to provide a wide range of services including:

- Nursing Care
- Clinical assessments by a Registered Nurse
- Occupational Therapy
- Physiotherapy
- Clinical Social Work

Consumer Advisory Forum

MSC is seeking expressions of interest from clients and their carers who wish to establish and participate in a consumer advisory forum. For more information or to register your interest, please email manju@mscwa.com.au

New Aged care Program Structure

The above is expected to be in place by 2024 January and it will sharpen our focus on quality as compliance as well as making our programs better tailored to achieve the objectives of person-centered care as well as the wellness and reablement philosophies. So, we have created a position of Wellness and Reablement officer dedicated to achieve this in the planning and implementing of our Social Support Group Activities. The person being considered for this position has had experience as a member of our Aged Care Team many years ago and is also a trained fitness instructor and yoga teacher.



Department of Health's advice relating to COVID-19 Vaccinations

Older age continues to be the biggest risk factor for severe COVID-19 disease. COVID-19 vaccination reduces the risk of serious illness and death.

The Australian Technical Advisory Group on Immunisation (ATAGI) has updated their advice for the COVID-19 booster dose.

If it has been 6 months since receiving a COVID-19 vaccine, an additional dose:

- is recommended for people aged 75 or older
- should be considered for people aged 65-74, following discussion with their health care provider.

