



Newsletter

APRIL 2023

*“A leading service provider,
helping our communities enjoy
the life they want to live”*

A word from our CEO



For those of you who celebrate Easter, I hope you have had opportunity to enjoy the Easter period this year. Our office is closed over the Public Holidays, we do return to the office on Easter Tuesday- as it is a bank holiday, but not a public holiday for our staff! We are pleased of a little break following our NDIS mid-Term Audit which was completed at the end of March. A big thank you to those NDIS participants and families who spoke to the auditors about their experiences at South Eastern Community Care.

Staff must wear name badges

All of our staff have to wear a name badge for security and safety, and they are reminded of this at staff meetings and via staff newsletters. If you are concerned that a staff member is not wearing their name badge- please let our office know. We can then follow up as needed.

Schedules and Instructions on mobile telephones

Do you sometimes see your staff member checking their phone when they are at your home? If you do- they are doing their job well. All staff receive their schedule via an app on their phone. When they arrive at your home and you let them inside they need to double check visit information to make sure they are aware of any changes or issues- even if they are a regular person in your house. Sometime in every visit should be spent checking their phone for visit details. So be reassured staff are not looking at private messages or platforms- they are completing checks that are needed in relation to completing work as required in your home when they check their phones!

If you are not at home

A reminder- our staff are not permitted to enter any house where there is not an authorised person present. While we may come and do domestic assistance if you are away, but another member of the household is present – we will not enter homes if there is no-one present. This is a safety and security feature to protect both clients and staff. If you have an appointment that cannot be changed and it clashes with your expected visit time- please let us know as soon as possible so an alternative can be worked out. *Helen Pollard*





April Falls Day – 1st April 2023

For April Falls this year, our Quality team are focusing on raising awareness with staff and clients of the increased risk of Falls with some medications.

Some medicines—whether they are prescription medicines or those bought without prescription—can make you dizzy or drowsy. This can predispose you to falling over. The medicines that make falls more likely include those for:

- anxiety
- depression
- sleeping difficulties.

People who take four or more medicines a day are at particularly high risk of falling

Tip for if you take medication regularly from the above list.

Make a list of every medicine you take, and take it with you when you go to see a doctor or pharmacist.

This list should include any herbs, tablets or supplements you buy from a health food store or from the health food section of the supermarket, as well as any medicines you buy from a pharmacy.

Talk to your doctor or your regular pharmacist about your current medications and preparing a Medication Profile. The current National Community Medication Standards recommend a medication profile is developed for people who take 4 or more medications and have multiple health conditions. Take your Medication Profile (If you have one) when being admitted to hospital and when you go to see a new Dr or Allied Health professional. A Medication Profile is now supplied on discharge by hospital pharmacists to people meeting the criteria to have one. If you have a Medication Profile, please share it with your GP and us at SEC Care. We all need to have a copy on our file for you.





Phoning the office – line selections

If you phone our main number, you can press your selection at any time- you don't need to listen to the whole menu. As our selections have changed in recent months- here they are for your convenience.

- 1 Account payments
- 2 Account enquiries
- 3 NDIS
- 4 Home Care
- 5 Home Care Packages
- 6 Nursing
- 7 Social Programs (previously Day Center)
- 8 Rostering/Scheduling
- 9 General Enquiries



Please note calls to/from South Eastern Community Care are being recorded for training and quality purposes

Calling direct (the preferred option for your convenience and privacy):

General enquiries	6269	1200	then option 9
Account payments	6269	1200	then option 1
Account queries	6269	1211	
NDIS	6269	1294	
Home Care	6269	1229	
Nursing	6269	1240	
Social Programs	6269	1278	
Rostering/Scheduling	6269	1292	
Home Care Packages	your Co-ordinator has given you their direct number		

Wishing everyone a safe and Happy Easter from all of us at SEC Care!





Social Programs News

Due to clients receiving the Client Newsletter mid-month which is causing some issues, we are aiming to send it out the previous month (which is why you are getting this newsletter earlier than usual). As of April, you will be receiving the next month's edition of the newsletter. We thank you for your understanding and patience.

Volunteers Needed for our Social Programs!

If you are interested in becoming a volunteer, please call Margi Siggers on 6269 1278



Anzac Day Public Holiday
Tuesday 25th April 2023

"LEST WE FORGET"



Above: Kathy at Atmosfire Cafe

if you have any suggestions for outing destinations or would like more information regarding activities, please call our friendly Social Programs Assistants on 6269 1200

Juliane's Joke of the Month

Q. What do you call an apology written in dots and dashes?

A. Re-morse Code



Disability Social Programs:

Wednesday 5th – Visit to The Dogs Home

Wednesday 12th – Aquatic Centre Swimming

Friday 21st – Hobart Twilight Markets

Friday 28th – Margate Train & Museum

Prosser House:

Mondays – In House Days

Tuesday 4th – outing TBA

Monday 24th – Lunch outing TBA

Tuesday 25th – Public Holiday

Please see Anna for any

Tea Tree Hall Social Program:

Thursday 6th - Easter Craft

Tuesday 18th – Village Cinema

Thursday 20th Microphone Craft & Karaoke

Thursday 27th Anzac Biscuit making

Saturday 29th – Lunch trip TBA

Sorell Social Program:

Wednesday 5th – Easter Craft

Tuesday 11th – Shopping Trip to Eastlands

Wednesday 12th – Let's Get Moving

Wednesday 19th Autumn Quiz & Puzzles

Every Friday – Bingo & Knitting Group