



Newsletter

May 2022

"A leading service provider helping our communities enjoy the life they want to live"



A word from our CEO, Helen Pollard

Welcome to May! As the days get shorter and roads are potentially wet or even icy, our workers are advised to slow down, drive to conditions and take extra care.

There is potential for trips between clients to be slower and staff to arrive later than you usually expect them during winter months, and especially if visits coincide with heavy to/from work traffic. As you start to use your heaters and wood fires- please look at safety- check cords of heaters are all in order, chimneys and flues are clean and not presenting a fire risk!



What's On? At South Eastern Community Care, we are supporting a few initiatives and awareness campaigns in May.

- International Nurses day is 12th May and we are proud of the wonderful work the SEC Care Nurses do in our communities.



- National Volunteer Week is 16-22 May. Our programs would not be what they are without the support of some incredible generous volunteers who help in many ways across a range of roles! Thank you to all the amazing volunteers making a difference for many people.



- Palliative Care is important, and we are pleased to help people near the end of their lives die at home if that is their wish. Palliative care includes home care workers, nurses, GPs, and others who help plan, monitor and make decisions with the client and their family/loved ones. National Palliative Care week is 22-28 May.



- National Reconciliation week is 27th May to 3rd June, with the National Reconciliation Week theme, "Be Brave. Make Change." being a challenge to all Australians— individuals, families, communities, organisations and government—to *Be Brave* and tackle the unfinished business of reconciliation so we can *Make Change* for the benefit of all Australians.



Training In recent newsletters we described our training tools and that we have implemented an extensive annual training plan for all staff. This will help to make sure the people who deliver your services and care are as up to date as possible! We have now also added Managers, and our Board of Management so that everyone who makes decisions about the Organisation and programs have an ongoing and contemporary training plan. We believe the amount we invest in the training of staff, managers and directors is important and worthwhile as it will help us to continue to improve what we do.

Staff are not allowed to work outside agreed care plans For your safety and security, and for the protection of our workers- staff are not allowed to undertake activities outside your agreed plan. Staff are not allowed to make arrangements to assist purchase or sell items on your behalf and are not allowed to enter into business arrangements or witness documents for clients/participants or families. If you have an extraordinary request – please don't ask our home care workers- discuss with your Coordinator who may be able to assist you to make a suitable arrangement.

Feedback Our quality team continue to meet clients/participants to discuss your experiences with South Eastern Community Care.

A reminder- if you have ANY feedback, you are welcome to phone, write, email, or fill in an 'I Have a Comment' form. If you have a compliment we pass it on to the person concerned and it boosts morale. If you have a problem- when we work on it for you, it will improve your care and services and potentially improve the situation for others as well!

Helena Pollard

THANK YOU- SEC Care Nurses!



May 12th is International Nurses Day celebrated on the birthday of Florence Nightingale, a nurse and early pioneer of cleanliness and infection control in hospitals. Nightingale (1820-1910), during her career stressed a practice that is relevant as ever today- handwashing! She is considered a social reformer and founder of modern nursing.

SEC Care would like to thank our nurses for all they do out in the community to deliver much needed care, support and health education.

Direct Debit Save yourself a trip out on these increasingly colder days and change the way you pay your account with SEC Care with our direct debit facility. You will still receive a monthly account statement for your records and your payment will be processed from your nominated bank account on the last Thursday of each month. Please contact our business services staff on 6269 1255 to organize this facility, or email finance@secommunitycare.com.au. Our other payment methods are **cash, cheque or credit/debit card** at 12 Somerville Street, Sorell

- **Cheque** payment via the mail
- **Credit/debit** card payments via phone
- **Cash or cheque** payments at any Bendigo Bank branch
- **Transfer** from your internet banking account or in person at your bank, SECC account details are listed on your tax invoice/statement. Please remember to include your client reference and/or name in your transfer

Quality Update

Thank you to those clients who have participated in our random client experience surveys completed in the past month in the Sorell and Richmond areas. One of the questions asked of every client is; would you recommend SEC Care to others? Below is a graph of what you said.



There were many lovely things our clients passed on about staff. Four home care workers stood out in the feedback received. **Catherine Bailey, Simone Grice, Robyn Green and Allison Shaw** were all given a thank you gift.

SEC Care has committed to a project with Li-Ve Tasmania that will improve documentation and implement systems for early recognition of client deterioration and further develop our palliative care services.

An educator from Li-Ve Tasmania will be working alongside our quality department to educate staff and implement new processes and a suite of forms across both the disability and aged care clients.

Sharon and Kathy



Relax and have your feet pampered at the SEC Care Foot Clinic!

Do you have trouble with your foot hygiene? Or perhaps you would like a bit of pampering? The SEC Care Foot Clinic operates out of the Little House opposite Banjos from Monday to Friday (unless Juliane is visiting the East Coast or Southern Midlands) The Foot Clinic is for our clients and the community. **Spread the news to your family and friends!** Foot care is for any age/everyone and there are subsidised prices available for pensioners. **Fees: Pensioner: \$25 / Private: \$65**

For more information or to book an appointment, please contact our friendly Reception team on 6269 1200

Day Centre highlights from last month!

In April we experienced staffing challenges and appreciate all clients understanding and patience while day centre continued to be provided on a skeleton staff.

We saw lots of woollen birds finished and made planter boxes from old fence palings. We also had our Easter celebrations and craft day at both venues, with Easter bunny leaving chocolatey gifts for all clients. Some cute face washer chicks and bunnies were made too.

Our Monday Men's group pulled out the tools and have been busy making hanging planters. They also played lots of games and took a trip to the Shoreline and Carlyle Hotels for lunch.

Prosser have welcomed our staff Angelina and Mandy to assist Anna in running the Day Centre programs in Orford.

Bingo on a Friday has seen many people come out to play. A small number of 10 began coming to enjoy 2 hrs of bingo every Friday morning 10am-12pm, **we now have doubled that number!**

Please feel free to come along, or join any other day being offered!

With COVID restrictions easing we have now started allowing a few outings and lunches to start up in May. We look forward to clients returning and supporting these activities.



A heartwarming visit to Rosedale at Taranna- our NDIS participant Zane (left) is a real lover of horses. It has been a long time since he had the opportunity to be on horseback, and it was amazing for our staff to assist him in rediscovering his passion. The look on Zane's face is priceless and the best reward for our wonderful staff. These are the moments of connection we aim for with all of our clients. After all, we are all about helping our communities live the life they want to live! We are all so happy for your happiness Zane!

If you have any suggestions for outing destinations or would like more information regarding activities, please call our friendly day centre Coordinators on 6269 1200

Sorell Day Centre:

- **Wed 11 May-** Dustpan Golf
- **Wed 18 May-** The Price is Right 60s and 70s
- **Wed 25 May-** DIY Hanging Planter
- **Bingo every Friday!**

Brighton Day Centre:

- **Thursday 12 May-** The Price is Right 60s and 70s
- **Thursday 19 May-** Biggest Morning Tea \$10 cash plus raffle money
- **Thursday 26 May-** DIY Hanging Planter

Orford Day Centre:

- **Tuesday 26 April-** Shopping
- **Tues 16 May-** Dust Pan Golf 10-2PM
- **Mon 23 May-** DIY Hanging Planter
- **Tues 30 May-** Surprise TBA

For any info regarding Prosser House, please contact Coordinator Anna on 0417 473 047

Monday Men's Group:

Our Men's Group meets every Monday over the next month at 12 Somerville Street Sorell!

Volunteer Drivers needed!

Hello! We are always on the hunt for volunteer transport drivers. To enquire as to how you can help, please call 6269 1200!