



SPRING/SUMMER 2018 ISSUE

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VIBRANT LIVING WITH ALWYNDOR

Welcome to the Spring/ Summer issue of our new *Vibrant Living with Alwyndor* Newsletter!

This edition is packed with interesting information and an array of programs and events you can join.

We hope you like the new format newsletter and enjoy the content within. Please let us know your thoughts, or if there is any particular content you'd like to see.

JOIN IN OUR MELBOURNE CUP DAY FUN!

1.30pm-3.30pm Tuesday 6 November
Alwyndor Hub, 52 Dunrobin Rd, Hove

Join Alwyndor residents and staff for some Melbourne Cup Fun!

Enjoy delicious finger food, bubbles and beer!

Take part in our sweeps and quiz.

And dress up for your chance to win a prize for

Best Dressed or Best Hat/Fascinator.

Tickets are \$15. Book at reception@alwyndor.org.au or 8177 3200.

TAKING CARE OF YOU

LIVING YOUR BEST LIFE

WOULD YOU LIKE TO STRENGTHEN YOUR WELLBEING AND LIVE A GOOD LIFE?

The terms 'wellness' and 'reablement' are used a lot in reference to ageing now, but clients attending Alwyndor's focus groups earlier this year told us they don't really understand what these words mean.

If you're interested in finding out more, now is your chance! Come along to one of the **Flourish, Nourish and Cherish** sessions being held in Alwyndor's Lifestyle Hub on 21 and 22 November from 1pm. We guarantee an entertaining afternoon. See page 10 for further information.



GET BACK IN ACTION!

**MONDAYS 12 NOVEMBER TO 17 DECEMBER 2018
2.15PM to 3.15PM**

Alwyndor, 52 Dunrobin Rd, Hove

Suffer from ongoing back pain or discomfort? Why not join our 8-week **Back in Action** group program? Designed by our Physiotherapists to improve strength and mobility and provide you with the tools to self-manage at home.

Bookings essential.

\$15 per session (\$8 for clients with MyAgedCare referral)
More information and bookings: 8177 3200

ALWYNDOR.ORG.AU
P 08 8177 3200



CAFE SPECIALS

dorothy's

\$6 PENSION LUNCH SPECIAL!

AVAILABLE EVERY WEDNESDAY AND FRIDAY... Every Wednesday and Friday, Dorothy's Cafe at Alwyndor offers Pension Card holders the main meal of the day, or a sandwich, with a cup of tea or coffee for just \$6! Come along and bring your friends - just don't forget your pension card! Looking forward to seeing you!

NEW! SPECIALIST SENIOR'S MASSAGE

ENJOY A RELAXING AND RESTORATIVE MASSAGE with our Physiotherapist, Rachel. Massages are \$35 per 30-minute session and you can claim with your private health insurance provider (depending on your cover). But hurry - sessions are limited and book up quickly!



SPECIALIST SENIOR'S MASSAGE

Treat your body to a specialist senior's restorative massage with Alwyndor's experienced physiotherapists...

Massage can reduce stress, ease discomfort from chronic conditions like arthritis, reduce tension, improve circulation and increase your range of movement.

Our experienced physiotherapists will tailor your massage to your specific needs, using techniques including: trigger point (deep massage of knots in muscles), remedial (chronic pain management and injury), sports (muscular preparation), and relaxation (relieve your tired, stressed muscles).

Invest in your health and wellbeing - book a massage today!

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P 08 8177 3200



Contact us on 8177 3200

HOME SUPPORT NOTICEBOARD

SHORT-TERM RESPITE

ALWYNDOR NOW OFFERS SHORT-TERM RESPITE

If you need a short break of one to two weeks to recharge your batteries, Alwyndor can now assist.

Contact our Respite Coordinator, Michelle Jackson, on 8177 3200 to find out more.

HOW TO ACCESS OUR SERVICES

ARE YOU CONFUSED ABOUT HOW TO ACCESS OUR THERAPISTS AND IN-HOME SUPPORT SERVICES?

Our expert Home Support Consultant, Cherie Yard can assist you with navigating the Government's My Aged Care system and chat about your needs and how Alwyndor can support you. Alwyndor's services are tailored to your needs - so you can choose the services that best work for you.

Cherie is an Enrolled Nurse who has been with Alwyndor in various roles since 2003. She has a wealth of knowledge and can assist you with your needs.

Cherie also holds regular information sessions. Contact us on 8177 3200 to find out about upcoming dates or to book some time with Cherie.

FALLS PROCEDURE UPDATE

WE HAVE UPDATED OUR FALLS PROCEDURE

If we are present when you have a fall, or if we find you on the ground when we visit you at home, our new policy states that we must call an ambulance for you. The reason for this change is that it is important for you to have a medical check after a fall to ensure your safety and wellbeing.

SMOKE ALARMS - TIME TO CHANGE

AS WE MOVE INTO DAYLIGHT SAVING, IT'S TIME TO CHANGE THE BATTERIES IN YOUR SMOKE ALARMS

Don't worry, we can help you with this. Contact your Coordinator and we will arrange for one of our maintenance team staff to attend to your smoke alarm.

EQUIPMENT IN YOUR HOME

IF YOU ARE FINDING SOME TASKS DIFFICULT, A PIECE OF EQUIPMENT MAY HELP MAKE LIFE A LITTLE EASIER

Give us a call on 8177 3200 and we'll arrange for one of our Healthy Living specialists to meet with you to assess your circumstances. Life might be a little or a lot easier with the right equipment on board!

Alternatively, if you think your current equipment may need updating or you have any other concerns, please don't hesitate to contact your Home Support Coordinator or our Healthy Living Services team.

CHURCH SERVICES AT ALWYNDOR

WE HOST REGULAR CHURCH SERVICES AT ALWYNDOR AND YOU ARE VERY WELCOME TO COME ALONG!

Here's a list of the services at Alwyndor for the rest of this year. **All services commence at 10.30am:**

10 October - Anglican

17 October - Uniting

24 October - Church of Christ

31 October - Baptist

7 November - Uniting

14 November - Anglican

21 November - Uniting

28 November - Church of Christ

5 December - Uniting

12 December - Anglican

19 December - Uniting

HEALTHY LIVING GROUPS, CLASSES & TIMETABLE

THE ALWYNDOR HEALTHY LIVING TEAM IS HERE TO HELP YOU WITH:

Exercise classes

- Short-term programs to improve independence and self management (Upright for Life, Back in Action, Strong & Steady)
- Ongoing programs to build and maintain strength, balance, fitness and flexibility (see the timetable below)

Physiotherapy

- Individual help with assessing, treating and managing pain
- Individual exercise programs to help you manage your balance and any functional decline (by appointment)
- Exercise classes* (as above; see the timetable below)

Podiatry

- Individual foot care

Occupational therapy

- Individual help with assessing and modifying your home, to maximise your safety and independence - including equipment needs
- Group programs (Memory support, Men's Group, Healthy Minds)

Speech pathology

- Individual help with assessing and treating speech and swallowing difficulties
- Talk Back group – a fun opportunity for friendly, supportive conversations

Social work

- Individual support with managing and resolving personal issues including grief and loss, housing, mental health and relationships

Visit www.alwyndor.org.au/healthy-living-home for more information.

Spring/ Summer

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM	9:30-10:30 Circuit Group 10:30-11:45 MS Group 11:00-12:00 Chair-based exercises	9:30-10:30 Circuit Group 10:00-12:00 Memory support group 1000-1200 Talk-Back Group 11:00-12:00 Chair-based exercises	9:30-10:30 Strong and Steady 10:00-12:00 Men's group 11:00-12:00 Chair-based exercises	9:30-10:30 Circuit Group 11:00-12:00 Tai Chi Advanced 11:00-12:00 Light Weights	9:30-10:15 Gym circuit 9:30-10:30 Light Weights 11:00-12:00 Light Weights 11:00-12:00 Chair-based exercises (The Hub)	Saturday morning group classes currently on hold
PM	1:15-2:00 pm gym circuit 1:00-2:00 Light Weights 2:15-3:15 Back in Action (8-week course) 2:30-3:15pm Gym circuit	1:30-3:00 Healthy Mind, (5 weeks, intermittent) 1:15-2:00 Gym circuit 1:15-2:30 Upright for Life (balance) – 10-week course	1:15-2:30 Chi Ball 1:15-2:00 Gym circuit	1:30-3:00 Women's group 2:00-3:00 Light weights	1:30-2:30 Light Weights	No group classes

Groups in **black** are **exercise groups**. Groups in **blue** are run by the **occupational therapy** department.

For more information visit www.alwyndor.com.au/healthy-living-home

To register your interest or book into a class, please call **8177 3200**.

HEALTHY LIVING (formerly Therapy) NOTICEBOARD

CUSTOMER REVIEWS

For Commonwealth Home Support Programme (CHSP Exercise Group Clients)

If you're enrolled in our exercise groups, our physiotherapists need to review* how you're going at least every six months to make sure our services are still meeting your needs.

Wherever possible we'll book your review before or after your group class, to make it easy and convenient for you. At the moment, however, a number of people are overdue for their reviews, so we may need to ask people to make a separate visit.

We greatly appreciate your assistance in working with us to complete all the reviews - which will ensure that everyone's on the right track with their classes.

** This review is required by the Department of Health's Commonwealth Home Support Programme.*

INFECTION CONTROL

As we emerge from winter, the days are a little longer and a bit brighter, and hopefully everyone is feeling energised.

The change in season makes it timely to remind everyone of the importance of good practices to limit the spread of illness.

It is always best for you, and for others, if you stay at home when you are unwell. Resting will help you to recover more quickly, and avoid exposing other people to infection.

In particular, if you have had any symptoms of gastroenteritis ('gastro'), you need to be free of any symptoms for 48-hours before coming in for any programs at Alwyndor.

We greatly appreciate your cooperation and consideration of other.



CANCELLATIONS

Over the past 3 months, we have noticed an increase in the number of last minute (same day) cancellations and no-shows for appointments and group sessions in Healthy Living. This has a significant impact for the service Alwyndor provides in two main ways:

- > we have an agreement with the Department of Health which provides some funding for our services, to deliver a certain number of hours of therapy per year. Late cancellations affect our ability to meet the Department's targets and could put our funding at risk.
- > if we cannot meet targets and do not receive the funding, this will impact our ability to develop new programs for our customers and, in some instances, our ability to keep providing our existing programs.

In many instances we may have 5 or 6 people absent for a group when we have many clients waiting for a place.

We are currently reviewing options to manage this, which may include: charging a cancellation fee for same-day cancellations, or discharging customers after 3 non-attendances or with attendance of less than 85%. We are also considering a discounted up-front payment for a set block of services (with no refund for non-attendance), in some groups classes.

We would greatly appreciate your feedback regarding this issue but meanwhile, we would appreciate your assistance by prioritising your attendance at your scheduled service. Of course, we continue to advise you to stay home if you're unwell. We do understand that a late cancellation may sometimes be out of your control.

AUSTRALIAN AGED CARE - AUDIT & NEW STANDARDS

The Australian Aged Care Quality Agency audited Home Support Services and Healthy Living Services in June 2018. Alwyndor met all 18 of the expected outcomes.

We would like to thank everyone who assisted in the audit process, including our staff and customers who spoke with the auditors. The auditors were particularly impressed with the enthusiasm and fun demonstrated by participants and staff in the group sessions they observed.

We are currently working toward the new Standards, which will bring all aged care services including Residential Care, Home Care, Flexible Care and Commonwealth Home Support Programme all under one single set of standards. The new standards, commencing from 1st July 2019 are:

STANDARD 1 – Consumer dignity and choice

STANDARD 2 – Ongoing assessment and planning with consumers

STANDARD 3 – Personal care and clinical care

STANDARD 4 – Services and supports for daily living

STANDARD 5 – Organisation’s service environment

STANDARD 6 – Feedback and complaints

STANDARD 7 – Human resources

STANDARD 8 – Organisational governance.

The emphasis of the new standards is being customer (consumers) focussed, with an emphasis on dignity and choice. We'll tell you more about the new standards, and how they might affect you, in our next newsletter.

MY HEALTH RECORD

WHAT IS MY HEALTH RECORD?

In 2017, the Federal Government announced a commitment to continue to expand the online My Health Record system. By the end of 2018, every Australian will have a My Health Record unless they choose not to have one.

Through the My Health Record system, health care professionals can access timely information about you such as shared health summaries, discharge summaries, prescription and dispense records, pathology reports and diagnostic imaging reports.

When you have a My Health Record, your health information can be viewed securely online, from anywhere, at any time – even if you move or travel interstate. You can access your health information from any computer or device that’s connected to the internet.

In 2018, every Australian will get a My Health Record. However, **if you decide you don’t want a record, you can opt out until 15 November 2018.**

To opt out of My Health Record, you need to verify your identity. You will need:

- your Medicare Card, or Department of Veteran’s Affairs (DVA) card, and
- one of the following forms of Australian identification:
 - your driver licence; or
 - your passport; or
 - your ImmiCard.

If you require assistance, contact the Australian Digital Health Agency on 1800 723 471.

JOIN IN THE ALWYNDOR LIFESTYLE!

COULD YOU AND YOUR FRIENDS ENJOY AN OUTING TO ALWYNDOR?

Alwyndor's residents enjoy a great program of lifestyle events, activities and get-togethers – and you are welcome to join in! Most activities include a delicious afternoon tea with drinks or a cuppa.

Join us for:

- Movie afternoons featuring latest releases, classics and great golden oldies
- Bingo, with fun prizes and afternoon tea
- BBQ lunch in the Men's Shed (often with music)
- Yoga & stretching
- Concerts and dancing exhibitions
- Armchair travel afternoons
- Bus trips
- Shopping sessions & Fashion parades
- Tots at Dot's playgroup with local kids and their parents and carers.

Visit www.alwyndor.org.au/healthy-living-home or call us on 8177 3200 for more information, or to book. (Ticket prices vary depending on the event and your funding arrangements.)



POEM BY FREDA BARNES

Today "Dear Lord" I am 80.
There is so much I have not done,
So I hope "Dear Lord" you will let me stay until I am 81.
But then if I have not finished all I have to do,
Would you let me stay around here a little longer until I am 82?
There are many places I want to visit,
So many things I want to see.
So "Dear Lord" do you think you could manage to make it 83?
The world is changing very fast and there is lots more to explore
So I would like to go on enjoying life until I am 84.
If by then I am still compos mentis or as they say in full drive
Maybe you would let me continue until I am 85.
Even then, though walking with the aid of two sticks,
Perhaps you wouldn't mind if I kept hanging around 'til I reach 86.
I know "Dear Lord" it is a lot to ask and it must be nice in heaven,
But I'd really like to stay down here until I am 87.
I know by then I won't be agile and sometimes I will be late
But it would be pleasant to still be around at 88.
I would have seen many things and had a wonderful time
So I am sure I will be willing to say goodbye when I am 89 -
But even then if I toddle on still not feeling it is time to go
Maybe you could let me stay until I reach the BIG 9-0!



Thank you, Freda, for allowing us to share your poem with the Alwyndor community!

FLOURISH NOURISH CHERISH

FREE!



Ways to strengthen your wellbeing and live a good life..

DATE & TIME

21 **OR** 22 November
1.00pm-3.00pm

WHAT TO EXPECT

- Learning & fun
- Afternoon Tea

VENUE

Alwyndor
52 Dunrobin Road, Hove, 5048

As we age it is useful to consider the ways we can strengthen our own wellbeing. The hope is always to remain at home connected to the people and places where you belong. This is living a good life.

This 1 hour workshop will:

- introduce resilience as a way to cope with challenges and adversity
- explore the PERMA model to gain greater awareness about the way we can enhance our wellbeing
- create deeper understanding of cultivating 'flourish, nourish and cherish' practices through inspiring discussions.

The final 30 minutes of our time together will open the conversation to questions.

To register for one session only, email reception@alwyndor.org.au or phone 8177 3200.

THIS EVENT IS BROUGHT TO YOU BY

