



Client Newsletter

June 2023

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



A word from our CEO

Feedback

As an organisation we are always seeking feedback from clients, participants and families. Our staff – support workers, nurses, coordinators, office based are regularly trouble shooting with clients/participants- it is the nature of our work. We have strength in the organisation around 'doing', but we are finding that we need to strengthen our 'documentation' and recognise what feedback needs to be recorded. If you have any comments or concerns about any aspect of your care/ services that may need changing or trouble shooting- please ensure you let the Coordinator know. We are HAPPY to receive complaints/feedback and want to ensure we work with you to resolve issues and make services work for you.

No issue is 'too small' or 'too trivial' to action! Remember- if we fix something for one person, we are likely fixing it for many people.

Flu Season- Flu and COVID Vaccinations

We strongly encourage all clients/participants to stay up to date with flu and COVID vaccinations.

South Eastern Community Care held a day where staff were able to have their flu vaccination in April, and we encourage all staff to stay up to date with vaccines for their safety and wellbeing and for the protection of those whose homes we are working in.

If it is some time since you have had a COVID booster or have had a confirmed case of COVID- you may be eligible for a COVID booster, and you should discuss with your local Pharmacist and/or your GP.

Mask Wearing

It is still mandatory for staff to wear masks in client homes. We have reminded staff that mask wearing it is still a requirement. Supplies of PPE are available for our staff. If you have any concerns around staff not wearing PPE- please report to our office so that we can address.

Winter- fire safety in your home

As winter is fast approaching and we are ensuring we are warm when at home- a few things to consider. Have you have your chimney/flu checked and cleaned? These represent a real fire hazard if not well maintained. Don't dry clothes/ put items too close to your fire/heater. Check electrical items. It is important to be fire-aware and safety aware in your home and good housekeeping & maintenance will reduce the risk of accidents. We have attached a useful information sheet from Tas Fire safety, and if you would like to find more information, check this website: <https://www.fire.tas.gov.au>



Helen Pollard

Heating

Heaters are a major cause of fires, especially during winter.

- **Never** leave clothes near the heater if leaving the house or going to bed.
- **Check** clothing regularly if drying near a heater.
- **Don't** sit too close to the heater.
- **Clean** and maintain chimneys and heater flues annually.
- **Maintain** heaters according to the manufacturer's instructions.
- **Don't** leave your heater door open or remove screens on open fires.
- **Supervise** children near heaters and open fires.
- **Always** place ashes in a metal container. Dispose of ashes well clear of your home and pour water over them.

Hot tips

-  Ensure home heating, including flues and chimneys, are regularly cleaned and serviced by a certified technician.
-  Extinguish open fires before leaving home or going to sleep.

Remember: 2 metres from the heater!



fire.tas.gov.au

Protect what you value

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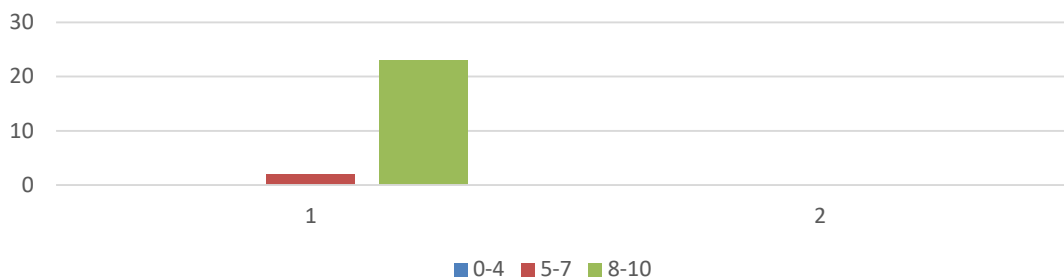
Quality Corner

In April Quality began conducting client experience surveys. We do this twice a year.

Below are the results of our Aged Care (packaged) client surveys. 25 clients are randomly selected for interviews. We are continuing with our interviews in May until we have covered all client types that we care for.

Would you recommend SEC Care to others?

25 Aged Care Clients interviewed. 92.0% rated on scale between 8 and 10 they would recommend us to others.



Important Phone Numbers to Remember:

COTA Tasmania (03) 6231 3265

SPEAK OUT ADVOCACY TAS (NDIS) (03) 6231 2344

ADVOCACY TASMANIA 1800 005 131

Juliane's Foot Clinic Joke

I used to run a dating service for chickens, but I was struggling to make hens meet.



To make an appointment with Juliane, please call our friendly

Reception staff on 6269 1200.

Recipe of the Month – Date Scones

4 cups of self-raising flour

300ml of Thickened Cream

300ml of milk

2 cups of chopped dates

METHOD:

Mix flour & dates together

Add milk & cream to dry mixture

Mix well

Place mixture on bench

Pat down to 2 centimeter thickness

Cut scones with scone cutter and place on a floured tray

Cook in 200c oven for 20 minutes

Social Programs highlights from last month!

An evening of fun filled excitement cheering our very own Hobart Chargers onto victory on Friday 28th April at Creek Road Stadium was met with a very positive attitude from all the participants who attended. The atmosphere was something most of the participants had never experienced before and the social inclusion we all felt was very positive and encouraging.

Below: Jordan & Kathy



'Let's Get Moving'



Above: Bev warming up with Jacinta

For any information regarding our new 'Let's Get Moving' exercise class, please call Jacinta on 6269 1279.

All gentle chair based or standing exercises to gain strength and prevent falls. Tuesdays at SEC Care, 10.00 – 12.00. Gold coin entry fee.



Below: David & David enjoying a beverage at the Brooker Inn



Sorell Social Programs:

Men's Group - Mondays 10am – 2pm (includes lunch & activities)

Wednesdays 10am–2pm (Includes lunch & activities)

Fridays 10am – 12pm BINGO (includes morning tea).

Fridays 1.30 – 3.30 Knitting/Sewing Group (includes afternoon tea)

For any information and to book a spot please call Audrey on 0427 337 604 or Angela on 0427 013 440

Prosser House:

Saturday 6th – Lunch at Oyster Cove Inn (Kettering)

Friday 10th – Twilight Market

Tuesday 27th – Shopping Trip

For any information and to book a spot please call Anna on 0400 986 584

Tea Tree Social Programs:

Thursday 1st June 10am – 2.00pm Key Ring Making & Bingo

Thursday 8th – 12.00pm 2.30pm Lunch at the Claremont Hotel

Thursday 22nd – 10am – 2.00pm Music Day with special guest Gavin Howlett

For any information regarding activities & events, please call Margie Siggers (Social Programs Manager) on 6269 1278 or email margaret@secommunitycare.com.au