

*Enrich*  
LIVING SERVICES

*Enrich  
Living  
News*

*Winter 2021*



Part of the **myHomecare** Group



### *Message from our Operations Manager Vic, Jackie Lewinsohn*

As we journey through winter, it is important that we keep mentally and physically active. There is a lot you can do even in these colder months.

Your Home Care Package can be used to assist you with transport services to appointments during the wet and cold weeks ahead or arrange a shop by list service for convenience.

Your Care Manager can assist you to link in with activities running in your local area and shopping mall.

It is important to dress warmly during winter, you may wish to have assistance to shop for winter clothes, or be interested in increased domestic assistance to manage your laundry during the winter months.

We understand that information surrounding the Covid – 19 vaccination roll-out can be confusing.

Rest assured we're here to support you to find a local vaccination clinic and be on hand to take you to your appointment if you choose to do so.

Remember that we are here for you, and that you can contact your Care Manager or our office to support you.

Stay safe and have a lovely winter. Please contact us if there is anything you would like us to assist you with.

Best wishes

*Jackie*

## *The importance of companionship*

*We help you stay connected with your family and community*



Companionship often decreases as we age. This can be due to being less active, family moving away, retirement or losing a partner. This can lead to loneliness and health issues.

Our team can take you on social outings, you may have a favourite cultural or sporting event you would like to go to, or see a movie, or attend a function.

Shopping is easier when you have us as a companion to take you, we can even go to a café with you and enjoy a chat.

We can be your support by taking you into your medical appointments.

Contact your Care Manager and discuss how we can help you get out and about and stay connected to your community.

# Meet Caterina

Caterina's Mothers' Day outing gave her a new attitude towards life.

On Mother's Day, Edda, Edda's husband and Caterina made a long drive from Epping to Geelong to have lunch with Caterina's granddaughter, Samantha and her wife.

Caterina was quite scared about going out, as it was the first time she had been so far, after coming out of lockdown.

Upon arrival, Caterina's granddaughter in-law had put a big sign up at the entrance of the venue saying "Happy Mother's Day Edda and Nella" – both Caterina and Edda were very moved by this gesture.

During the lunch, Caterina enjoyed her first beer in 55 years (at the age of 92). Caterina got up and had a

dance with her son in-law and even won a prize (a box of chocolates) for being the oldest person there.

Caterina stated to Edda that "if I was to die tomorrow, I'd die happy". Edda stated that since Mother's Day, her mum has a new attitude towards life.



# Tips for avoiding scams



**SCAM ALERT!**

**Scams can look and sound genuine, which can make it difficult to tell when something is fake. Some common signs that something may be a scam include:**

- The phone call, text or email is unexpected
- There is a deadline to comply with and a sense of urgency
- There are threats of fines, debts or jail
- There is a promise of financial benefit

**Scammers work by deception, pretending to be someone they are not, e.g.:**

- Pretending to be from a Government organisation like Centrelink, Australian Taxation Office
- Telecommunications office like Telstra or Optus

**Most scams attempt to get your personal details or financial details. They then can use these to:**

- Misuse your identity to commit fraud or other crimes
- Access your online accounts, including bank accounts or your myGov account
- Use your credit card
- Scam your friends and family

**Although this can be alarming there are some things you can do and be aware of for avoiding scams:**

- If you receive a suspicious phone call, take the caller's details, hang up and contact the company they claim to represent via the official communication channels listed on their website. Never call a number provided by the scammer

- If you receive a "robocall" telling you that you are about to be charged for something or have action taken against you, then hang up
- Do not share your financial details over the phone e.g. bank details, credit cards or passwords

**Do not believe that an unsolicited phone call can demand that you:**

- Provide your identity documents or information e.g. date of birth, Medicare card, Centrelink Customer Reference Number (CRN)
- Pay fees or transfer money on the spot
- Buy gift cards or vouchers e.g. iTunes gift cards to pay off a debt
- Buy cryptocurrencies
- Give "remote access" to your computer to "help you"
- Be on the lookout for myGov related SMS and email scams asking you to verify your myGov details
- Be aware of fake SMS messages from Australia Post that have links to a fake Australia Post website. Clicking on these links can infect your device with malicious software (malware)

**For more information visit:**

[www.scamwatch.gov.au](http://www.scamwatch.gov.au) provides news and alerts on the different types of scams to be aware of  
[www.cyber.gov.au/acsc/view-all-content/alerts/individuals-and-families](http://www.cyber.gov.au/acsc/view-all-content/alerts/individuals-and-families)

If you're unsure you can always call the office. A legitimate caller will have no issue with you arranging a suitable time for a call back.



# 10 Winter warmer tips

*Being comfortable and being warm go together.*

## 1. Dress the part

- Go for layers of looser fitting clothing to trap in your body heat
- Wear natural fibres like wool, cotton and silk
- Hats and scarves can look and feel great
- Gloves can make a big difference when you are in the wind outdoors

## 2. Keep your feet warm

- Make sure that you are not wearing anything that would be slippery that could risk a fall

## 3. Throws

- Have one on your couch to snuggle in when you are watching TV

## 4. Stay active

- Exercise in accordance with your health and fitness level
- Stretch with resistance bands – ask your exercise physiologist or physiotherapist for the best ones for you

## 5. Keep hydrated

- Warm drinks are comforting
- Soups are great for getting your fluids and vegetable intake
- Select warming herbal teas like ginger tea and use cinnamon sticks to stir just about any herbal tea

## 6. Keep your skin hydrated too

- Cold winds can dry out your skin, so keep up the moisturiser and lip balm

## 7. Eat well

- Roast dinners are comforting and having the oven on can also warm the kitchen too
- Chilli warms you up and you can have it in many ways, like Mexican food, Asian food and Italian meals

## 8. Manage your windows

- During the day open blinds and windows and let in the sunlight
- At night close the blinds and curtains to better insulate
- Replace thin curtains with heavier drapes to insulate the windows

## 9. Block drafts

- Check the gaps between the bottom of doors and the floor – a door snake can make a huge difference to block off drafts
- Close doors to rooms that you are not using

## 10. Consult your health practitioner

- B vitamins and iron are available in foods, however some people may not get enough or absorb enough



# Meet our team

Care Manger - Christine Tully

## Where is your home base office?

Melbourne

## How did you come to work for Enrich Living in Victoria?

Came on as a locum and was asked to stay.

## What is the best thing about Enrich Living?

My team

## What's a common question you get from clients?

What is an HCP, how does it work? What can the HCP fund?

## What is something you would love clients to know about you?

How hard I work behind the scenes to make their lives comfortable.

## If you could share a great tip with a client for winter – what would it be?

To use door snakes or draft stoppers that attach to the actual door wherever they can and keep the body moving.

## What do you like most about your job?

I like that I can make such a difference to people in their own home and they get to stay in their own home as long as they can.

## What do you like to do when you aren't working?

I like to take drives with my children to places we have never been.

## What's a fun fact about you many people may not know?

That I was a theatre nurse.

## What does the word care mean to you?

To look at someone's entire life and ensure that what you are doing is going to have a positive impact on all parts of their life.

## Being in the care industry - Caring for others can be mentally and physically draining? What do you do to take care of yourself – how do you relax and refresh – any great tips?

I use my electric blanket, my kettle, tea bag and Netflix subscription.

## Where is your favourite café or coffee spot in your local area? What do you love about it?

It's called The Roundabout Café and it's at the end of my street. It overlooks the lake with ducks, so you can have a cuppa and watch the ducks on the lake.

## What is your favourite spot to holiday in Australia?

Cairns

## Any pets – tell me about them?

My dogs called Batman and Pepper, and 3 cats called Captain, Freddy and Mama.

## What is the most courageous thing you have ever done?

Having children

## If you could learn to do anything what would it be?

How to build a house



## Easy tasty chicken soup

### ► INGREDIENTS

- 600mls organic chicken broth (or veg broth)
- 1 tbs ghee
- 3-4 leaves of silverbeet spinach
- 1/4 bunch parsley
- Sea salt
- Black pepper

### ► METHOD

1. Bring the broth to the boil
2. Remove from the heat and pour into blender
3. Add the remaining ingredients
4. Place hand on top of the blender
5. Blitz for 20-30 seconds or until mostly blended
6. Season and remove from the jug
7. Serve

# Get more out of your Home Care Package

*Get support for your mind, body and home. Your Home Care Package can fund more – call us and we can talk about how to assist you best.*



### ► FLEXIBLE RESPITE SUPPORT

Carers and family members play an important role and they sometimes need a break. We work with you to determine the frequency of support you need.

Whether it's a regular break to recharge, or if something unexpected comes up, we're able to help so give us a call today and check the services available in your area.

Our flexible respite services include: regular weekly support, extra help and support, short stay recovery, day stay and overnight stay.

## ▶ ALLIED HEALTH

*We partner with Allied Health Practitioners, they are part of your health support team. Check with your care manager about services available in your area. Our Allied Health services provided include:*

### **Physiotherapy**

Caring for people with physical limitations and chronic conditions. Treating conditions including osteoarthritis, strokes and pain management.

### **Occupational Therapy**

Enabling people to participate in everyday life, including modifying the environment and activities.

### **Exercise Physiology**

Clinical exercise interventions with a broad range of health issues including cardiovascular disease, pulmonary disease, and arthritis.

### **Podiatry**

Supporting people with diabetes, circulatory diseases and clinical diagnosis of falls. Conditions include heel pain, bunions, ingrown toenails and calluses.

### **Speech Therapy**

Assisting difficulties in swallowing safely, and communication disorders resulting from illness.

### **Dietetics**

Managing diets and nutrition for health conditions including diabetes, heart disease, cancer, food allergies and obesity.

**Enrich**  
LIVING SERVICES

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# *At Enrich Living Services, your support starts with you*

Our goal is to deliver quality personalised care in the way that works for you. Every solution is unique and tailored to you. That's the Enrich difference.

## **Enrich Living News**

Also available online [Enrichliving.com.au](http://Enrichliving.com.au)



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