

Enrich
LIVING SERVICES

*Enrich
Living
News*

Winter 2021



Part of the **myHomecare** Group



Message from our Operations Manager WA/NT, Mary Otten

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

Mary

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 Gloria



Tom and Gloria

Enrich Living supports Gloria with her Level 4 Home Care Package.

Gloria and Tom are enjoying settling into their new independent living villa, having made the hard decision to leave their rural home.

The added support of taking Gloria's Home Care Package from one location to the next gave them confidence to finally make the move.

Gloria is enjoying getting out to see the "big town" during social support and going past the old place whenever possible.

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 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

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

Clinical Case Manager - Paula Olsen

Where is your home base office? I am fortunate enough to work full time from my home office in Bunbury in the South West of Western Australia, gateway to the Margaret River wine region

How did you come to work for Enrich Living? They have a great reputation in my region and as such I had always had this company on my radar for vacant positions, when something popped up I was keen to apply.

What is the best thing about Enrich Living? They have a team approach which with small core staffing groups for customers which enables a true person centred approach to the care we deliver

What's a common question you get from clients? Can I receive the same support worker or can I receive the service time I want – which with some clever negotiation my answer is most often YES!

What is something you would love clients to know about you? I love to share my country region experiences and lifestyle with our clients whom in turn share their stories with me, I find a shared interest or similar experience goes along way to establishing great trust and rapport.

If you could share a great tip with a client for winter – what would it be? Don't let the winter blues get you – Winter is a great time for community engagement, there are many exciting and interesting speaking or learning events happening in the community during winter. Try not to isolate yourself to much. Reach out to your local community and get involved in something that interests you. Be it your local library, arts centre, or museum there is something happening to suit everyone.

What do you like to do when you aren't working? I enjoy spending time with my son (7yrs) and family. During the summer months we love water sports, stand up paddle board, kayaking and surfing. I love to enjoy my garden, be it helping with the planting or simply enjoying the birds and animals with a cup of tea in the yard.

What's a fun fact about you many people may not know? Prior to my nursing and health careers, in my late teens years and early 20's I was a member of a circus troupe, working with fire twirling and trapeze

What does the word care mean to you? Care to me is about – acknowledgement, taking time to listen, building trust and rapport, providing education and guidance, slowing down to a person's needs, having integrity in both your language and actions, and advocating strongly for the needs and wants of customers to ensure their own best individual experienced

What do you do to take care of yourself – how do you relax and refresh – any great tips? I enjoy getting out into my local community and being engaged in events and local activities – it helps me stay connected to the community but also gives me an additional sense of connection and purpose. I help out at my son's primary school and am actively involved in the P&C. My husband is a professional photographer and this is a hobby I also enjoy. I also do yoga and meditation as a way to attend to the stresses of a working in a compassionate role

Where is your favourite café or coffee spot in your local area? What do you love about it? I love my local waterfront café's were you can often spot a pod of dolphins from the window.

What is your favourite holiday spot in Australia? Coral Bay on Ningaloo Reef – Swimming with Manta-rays is one of my best life experiences.

Any pets – tell me about them? I have too many pets! - currently I have two dogs (Border Collie 3yrs and Australia Kelpie 14yrs) a fluffy cat, lots of fish and 7 chickens – 2 of which are new this year, miniature Bantams which my son and I have raised from day old chicks. My family are always keen for more and more animals, but I have had to make a stand and say no more!

What is the most courageous thing you have ever done? Travelling on my own and backpacking in different areas of Australia as a late teen solo, that and motherhood

If you could learn to do anything what would it be? I am keen to commence my masters degree in the near future to acquire my Masters of Business Administration and Health Care Leadership, with hopes to move into a senior aged care management role in the future.



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.



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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



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