

link



EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.

Projects to design future care

Silver Chain is committed to ensuring our services remain relevant and effective in meeting the needs of our clients and our community. Our Research department assists us in meeting this commitment, while also enabling us to improve our own services and influence the future direction of community and aged care. This can only be achieved thanks to our donors and supporters.

Among a number of projects currently being conducted, our Research department are working on extending and modifying our Home Independence Program (HIP) and piloting a Telehealth model of care with Aboriginal clients.

HIP-D

Silver Chain, along with the Centre for Research on Ageing at Curtin University and thanks to funding from the Consumers and Carers Dementia Collaborative Research Centre, are extending HIP for people with dementia (HIP-D).

"The HIP-D project, in which Alzheimers Australia WA are key collaborators, will develop a service model, work processes, training and associated documentation to support people with dementia to live at home. Individual strategies will be developed to maximise a person's ability to function independently living in the community. A small pilot to test and refine the work processes and training will follow, before the new service is implemented across our metropolitan services in a staged process," says Professor Gill Lewin, Silver Chain's Research Director.

"Implementation will be accompanied by a rigorous evaluation to help

ensure the service is effective for clients, their families and carers. The program will be assessed in terms of its ability to assist clients to maintain their independence and stay at home longer than they would otherwise be able to," says Gill.

Care co-ordinators to deliver HIP

We are also currently undertaking a project which will enable care co-ordinators to deliver HIP. This project has included developing and delivering specialist training, as well as providing ongoing support to enable co-ordinators to work alongside allied health professionals in an inter-disciplinary model of care.

"HIP has been demonstrated to be effective in reducing a person's need for ongoing services," explains Avril Fahey, Manager Regional Services – Allied Health. "If this project is successful, it will mean more clients will be able to receive HIP as more of our current workforce will be available and trained to deliver care."

Telehealth trial

We are undertaking a Telehealth trial to determine whether an alternative model of Telehealth service can work in rural and remote communities to support Aboriginal people with chronic disease.

"We hope the trial will help us determine how we can provide services that will



help close the health gap apparent between Aboriginal people and other Australians," explains Joanna Smith, Research Support Manager.

"Silver Chain care aides assist clients to take their vital signs each day and nurses monitor the readings to look for any indications that the client is getting sick. Should a client's readings show a deterioration, our nurses work with the client's GP to ensure the client is treated before they get too sick and need to be treated in hospital while also helping to free up hospital beds," says Joanna.

The trial is expected to take 12 months to complete and is currently supporting clients who live in and around Carnarvon and who suffer from chronic disease such as diabetes, asthma, heart failure, kidney failure and high blood pressure.

If you would like to find out more information about any of these projects please call Silver Chain's Research department on 9242 0242 or visit www.silverchain.org.au/research.

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A new way of caring

Thanks to funding from the Department of Health and Ageing, Silver Chain can now offer clients living in the Goldfields, Wheatbelt and Great Southern areas access to Consumer Directed Care (CDC) Packages – an Australian Government initiative.

“CDC Packages allow people to make choices about the types of care they access and how services such as home help, personal care, allied health and nursing will be delivered to enable increased flexibility, choice and control over available services,” says Carole Bain, General Manager of Silver Chain’s Country Services.

“We were successful in gaining funding to provide the CDC Packages having recently held a series of consumer consultation forums in Bunbury, Kalgoorlie, Albany, Narrogin and Northam to find out what services would be most sought after and beneficial to communities. This was an excellent way to ensure people understand what assistance is available to them from a CDC Package and how Silver Chain might be able to assist,” explains Carole.

If you would like to find out more information about CDC Packages please visit our website www.silverchain.org.au or call Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).

Here’s your chance to win a Boxt hamper



Thanks to Boxt, you could be the lucky recipient of a wonderful hamper valued at \$150 filled with delicious gourmet treats, including Margaret River wine, chocolates and nibbles.

For your chance to enter the draw, simply complete and return the survey enclosed with your Summer 2011 *Link* newsletter or make a donation to Silver Chain during the months of November, December and January. Increase your chances to win by doing both!

The winner will be chosen randomly on Wednesday, 1 February 2012 and notified by telephone. To view the terms and conditions of the draw please visit www.silverchain.org.au/silver-chain-affle.



Advance Care Plans

Silver Chain’s community specialist palliative care service has received funding from the Cancer and Palliative Care Network to develop and implement an advance care planning process for community care clients with chronic life-limiting health conditions.

The service will assist Silver Chain clients, their carers and families to discuss and clarify the client’s preferences and decisions in relation to their ongoing treatment and end of life wishes. The outcome of the conversations can be documented as part of an Advance Care Plan.

The Advance Care Plan will only come into effect should the client become unwell and unable to communicate their wishes and will be used to guide the doctors, carers and families when they make decisions about the client’s medical treatment or care.

If you would like more information including how to access this service, please call Samantha Beedham or Caroline Horlock at Silver Chain on 9242 0242.

Silver Chain would like to wish you and your loved ones a happy Christmas and best wishes for 2012.

Community Talks

Do you belong to a community group or live in a village setting? Would you like to find out more about Silver Chain and the services we offer?

Silver Chain offer free presentations to community groups (for example, senior citizens groups, service clubs, schools, TAFE students, church groups etc) to help raise awareness about who we are, our history, services we offer, how to access support and much more.

We also offer these community talks about specific services such as TeleCare and Silver Chain Home Hospital.

If you would like to organise a Silver Chain talk for your group or if you would like to find out more please call Silver Chain on 9242 0242.

Gift wrapping volunteers needed



We're calling for volunteers to help us gift wrap while raising funds for Silver Chain in several major Perth shopping centres in the two weeks leading up to Christmas.

If you would like more information or to register your interest please contact Silver Chain's

Marketing and Communications department on 9242 0242 or via email marketing@silverchain.org.au.

Win a KeySafe!

You'll never be locked out of the house again with KeySafe, which conveniently and securely stores your keys on the outside of your home.



Made from thick rust resistant metal, KeySafe is a wall mounted storage system which opens using a numeric code which you choose, change and set yourself. Large enough for storing your keys and small enough to be inconspicuous, KeySafe's design even deters tampering – it's also easy to install securely to a wall.

KeySafe enables you to store your keys for family, neighbours or emergency services so they can gain access to your home in an emergency, you can go out without having to take your house keys and children don't need to take house keys with them to school.

Silver Chain CareLink are giving three lucky *Link* readers the chance to win one of three KeySafes. For your chance to be in the running to win this fantastic prize, simply tell us your funniest story about being locked out of your house by either visiting www.silverchain.org.au/link-competition or send us your story and write your name, address and telephone number on the back of an envelope and send it to:

Link Newsletter Competition, Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017 (please don't use the reply paid envelope).

The competition will be drawn on Monday, 12 December 2011 and winners will be notified by telephone.

From now until Thursday, 15 December 2011 you can purchase your own KeySafe for just \$49.95 saving \$19.55. To purchase a KeySafe or if you would like to find out more, please visit www.silverchain.org.au/keysafe/ or call Silver Chain CareLink on 1300 557 551.

Staying in touch

For us, it's important to keep in touch with all of our clients, donors and friends, and we use our *Link* newsletter to do just that.

Distributed each quarter – February, May, August and November, *Link* helps us regularly keep in touch with our readers and the community, increasing awareness about Silver Chain and our services and also helps us raise much needed funds.

We greatly appreciate everyone who supports us through the *Link* by kindly making a donation which supports our services across our state, however, we understand circumstances change from time to time and a donation is not expected.



Consumer Participation – Aged Care Reform

Continuing until December 2011, the Federal Minister for Mental Health and Ageing, Mark Butler, will be travelling throughout Australia to hold conversations with people, their families and carers about ageing. The conversations are supported by COTA Australia.

This comes as a response to the independent Productivity Commission's final report into the aged care system – 'Caring for Older Australians'.

The report has recognised a number of issues in the current system and recommends comprehensive reform. Some of the proposals include:

- Give older people and their carers more choice and control over the services they want.
- A Gateway would be established in each region of Australia, which can be accessed to receive information about positive and healthy ageing as well as enable people to be assessed for services. If you are assessed for services you would be given an entitlement which you would use to get the services you require. The Gateway would also assist and provide advice to help you choose to receive services at home or move into a residential care facility and which service provider/s you would like to use.
- Accessing aged care services needs to be made easier.
- People who can afford to contribute to the cost of receiving services do so. People with the same means, getting the same services, should pay the same no matter where they live. However, it is important to remember if you can't afford to pay the Government will pay your costs.
- Establish the Australian Aged Care Commission to ensure consumer protection against quality and pricing of services.

The Federal Government is considering the report and deciding what it should do to reform aged care. The Minister wants to hear from you about what is important as you get older and the support and services that are needed to assist you. Silver Chain encourages you to participate to help shape the future of your services.

To find out about conversation dates please visit www.agedcareconversations.govspace.gov.au. Or, to read the full report 'Caring for older Australians' visit www.pc.gov.au/projects/inquiry/aged-care/report.

Aged Care Complaints Scheme – news website

The Aged Care Complaints Scheme has launched the Aged Care Complaints Scheme news website www.agedcarecomplaints.govspace.gov.au.

The website will keep aged care providers, consumers and stakeholders up to date on progress implementing reforms to the Scheme; provide information about the complaints process and address topics of interest through regular blog posts and the 'frequently asked questions' section. The website will also be an important channel for consumers and the industry to provide feedback as well as ensure the aged care industry, care recipients, their carers and their families know where to go for the latest online information about the Scheme.

If you would like to find out more please visit the Aged Care Complaints Scheme website or call 1800 550 552.

Silver Chain Home Hospital

The next time you have to go to hospital, ask your doctor if the hospital can come to you.

Silver Chain Home Hospital delivers hospital level care to patients across the Perth Metropolitan area 24 hours a day, 7 days a week, enabling eligible patients who would otherwise need to visit or stay in hospital to be treated in the comfort of their own home.

Designed to help ease congestion in our public hospitals, Silver Chain Home Hospital currently provides short term clinical care to over 650 patients a day, providing treatment for a wide range of conditions. Patients can be admitted to Silver Chain Home Hospital by your medical practitioner who will be able to discuss with you your eligibility and whether your condition is suitable to be treated by Silver Chain Home Hospital.

Unique to Silver Chain Home Hospital is the Priority Response Assessment Service (PRA). PRA provides a 24/7 in home assessment in the patient's home or residential care facility within four hours for a range of conditions which do not require an emergency response. Treatments may occur in the home and referral to other services may be made. Silver Chain Home Hospital patients may receive ongoing care provided by registered nurses, care aides, physiotherapists or other health care professionals to assist full recovery at home.

Besides receiving medical and nursing care at home, patients can also receive personal care and domestic assistance if required on a short term basis to support recovery at home.

How does Silver Chain Home Hospital benefit me?

- Improved outcomes for patients, avoiding the stress of being transferred to hospital.
- Return home sooner after surgical or medical interventions.
- Recover in the comfort of your own home, with less disruption to your family.



- Your usual GP may be able to maintain involvement in your care.
- Reduces the pressure on the public health system in Perth.

“Am I eligible for ‘hospital in the home’ care?”

To be eligible for Silver Chain Home Hospital services, you must be referred from a public hospital/ED, GP, specialist or aged care facility and require short-term care that can be delivered safely in the home. Please note, Home Hospital is NOT an emergency response service.

- You must be aged 13 or over.
- You must have given consent and be Medicare eligible.
- You must not be more than 22 weeks pregnant.
- You must be able to communicate effectively, either directly or through an interpreter.
- You must be medically and mentally stable.

Got private health insurance?

Silver Chain's Home Hospital has now been expanded to allow eligible HBF and Medibank Private members to receive Silver Chain Home Hospital services, but with the added bonus of a pantry pack of easily prepared meals and home support services with no out of pocket expenses.

Ask your GP about Home Hospital

If you live in the Perth metropolitan area and require hospital care, ask your doctor if the hospital can come to you. Alternatively, visit www.homehospital.org.au or call 9242 0242 for more information about accessing Silver Chain Home Hospital services.

Silver Chain Home Hospital is part of the broader Friend in Need-Emergency scheme, a Government of Western Australia initiative. This enables us to provide the services at no cost to the referred patient or referring facility.

thank you! 

Rockingham Branch Committee

Silver Chain would like to thank the Rockingham Branch Committee for their continued support by making a recent donation of \$20,000, which will be used to support our services.

In particular the creation of a fund with a start up value of \$7,000 will support short breaks for carers in the Rockingham/Kwinana area and \$3,000 has enabled us to purchase podiatry kits to enable an in-home and respite cottage visiting podiatry service.

"I am really grateful for the new podiatry equipment and thank the Rockingham Branch Committee for their support. The equipment will make a real difference to the quality of service I am able to provide to our clients," says Sarah Walton, a Silver Chain podiatrist. "The additional sets of instruments will enable me to increase the number of client contacts and extend the existing podiatry service," explains Sarah.



Sarah Walton pictured with the recent podiatry equipment purchases.



Wanneroo Civic Choir

We couldn't do it without you

Silver Chain would like to thank the following community groups, organisations and individuals for their kind support. We really couldn't do it without the wonderful help we receive from our community.

- Silver Chain Shark Bay thanks the 'grey nomads' who recently raised \$1,000 for the health centre by holding a morning tea. Each year visitors to the seaside town cook up a storm to help raise funds for Silver Chain. Last year the funds were used towards the purchasing of a Propaq vital signs monitor which has been an enormous benefit to Shark Bay residents and holiday makers alike. A big thank you to everyone who cooked yummy food, donated money and to the local businesses who supported this annual event.
- Wanneroo Civic Choir's Spring Concert raised \$1,000 for Blue Skies, our children's bereavement program, which supports children aged between 8 and 12 years who are grieving the loss of a parent or primary caregiver.
- Fiona Davidson and Kerrie Vasilevski, organisers of the 'Pink Gig' which was held at Hillarys Yacht Club on Saturday, 17 September 2011, raised more than \$26,000 for Silver Chain, National Breast Cancer Foundation and Breast Cancer Care.

Making a donation to Silver Chain

Donations help us to provide additional services, higher levels of care and the appropriate infrastructure to support our services.

All donations of \$2.00 or more are tax deductible. If you would like to make a donation to Silver Chain, please either:

- Donate via our website www.silverchain.org.au.
- Donate in person at any Australia Post Office with cash, cheque, eftpos or credit card (Mastercard or Visa cards accepted).
- Make a regular donation by direct debit from your bank account or credit card.
- Donate by telephone (08) 9242 0233 using Mastercard, Visa, or Amex cards.
- Donate by mail, send your cheque made payable to 'Silver Chain' with the coupon attached to the cover letter you receive with each edition of Link using the reply paid envelope provided. Adding a stamp to the reply paid envelope also helps.

If you would like to find out more about making a donation to Silver Chain please call our Relationship Officers Kaye or Lynne on 9242 0233.

Traineeships lead to great things



Stevie Carter

Would you or someone you know be interested in completing a traineeship with Silver Chain? A traineeship is a method of achieving a qualification at no cost to yourself, through ApprentiCentre via funding provided by State and Federal Government, while you are working and receiving a salary.

A number of Silver Chain employees have successfully completed their traineeship while both

working and receiving on the job training and haven't looked back. There are a wide range of traineeships available from direct care roles through to administration roles and there might be a traineeship suited to you.

Meet Stevie. Stevie began working with Silver Chain as a trainee Administration Assistant four years ago and now has a full time position as a Resource Co-ordinator for our Home Support Services having already completed two traineeships.

"I initially applied for an Administration Assistant position, which included the benefit of a traineeship," says Stevie. "I have now completed a Certificate II in Business and a Certificate III in Business and Administration. Silver Chain helped me along the way providing support, setting time aside from work so I could complete units and having information like procedures and work instructions readily available and offering internal training opportunities, all of which helped me along the way.

"A traineeship can be very helpful and it has enabled me to achieve a whole lot more in my career. I would highly recommend anyone to complete a traineeship if they have the opportunity to do so," says Stevie.

If you would like to find out more about working with Silver Chain and also achieve a qualification through a traineeship pathway please visit www.silverchain.org.au or call our Learning and Development team on 9441 6000.

Keeping up to date

Have you recently moved? Is your name and address spelt correctly on the coupon? Or do you receive more than one copy of our *Link* newsletter in error?

To help us save time, money and resources and keep your details up to date please call Kaye or Lynne at Silver Chain on 9242 0233 or email dl-donations@silverchain.org.au

Your feedback counts

If you currently receive services or are a former client, family member, advocate or unpaid carer, Silver Chain welcomes your say on how we can improve our services.

How?

- Tell a staff member as soon as possible if you are not happy with a service or have a complaint.
- Telephone our 24 hour Customer Operations Centre or Client Liaison Service on 9242 0242 or country callers 1300 650 803 (for the cost of a local call) or email clientliaison@silverchain.org.au.
- Write to the Chief Executive Officer at Silver Chain, 6 Sundercombe Street, Osborne Park WA 6017.

How will Silver Chain respond?

- All complaints will be dealt with in complete confidence.
- You will be treated with respect and dignity.
- You will be able to have someone of your choice help you with a complaint or problem.
- We will attempt to resolve the issue within seven working days where possible, or will keep you informed of progress until resolution.

Advocacy alternatives

Advocare Inc 9479 7566 or Country Freecall™ 1800 655 566.

People with Disabilities (WA) Inc 9386 6477 or Country Freecall™ 1800 193 331.

Health Consumers Council (WA) 9221 3422 or Country Freecall™ 1800 620 780.

For unresolved health and disability complaints you can also contact the Health and Disability Services Complaints Office on 9323 0600 or Country Freecall™ 1800 813 583.

For unresolved complaints or concerns about an Australian Government subsidised aged care residential facility or community care package (eg CACP, EACH, CDC, NRCP etc) contact the Aged Care Complaints Scheme on 1800 550 552.

**Calls from mobile telephones are charged at applicable rates.*

Making a world of difference...

Supporting Silver Chain, supporting our community

The support of our community never ceases to amaze us. For more than 100 years, Silver Chain has been fortunate to have continued to experience the kind support of others, for which we are very grateful. And, it is the support of others that enables us to increase the community's capacity to maximise its health and wellbeing.

Thanks to Mr and Mrs Stokes who recently made a donation to Silver Chain, we have been able to purchase much needed equipment, which will help support our clients and ultimately our community.

Mrs Stokes had attended a Silver Chain community talk at her fellowship and it was there the members learnt about our history and our services. The members of the fellowship, including Mr and Mrs Stokes, kindly made a donation which enabled us to purchase seven walking frames.

Having not received services themselves, it was a close friend who'd experienced the difference Silver Chain can make. Mr and Mrs Stokes were impressed with the level of care their friend received, they wanted to personally give something back. And they certainly did that.

"What impressed me, when Keith was so unwell were the services he received. Silver Chain visited him up to five times a day. For an organisation to dedicate



so much time I think is amazing," explains Mr Stokes.

"Without having received Silver Chain services, without physically touching us, I felt we still had a close connection to Silver Chain," says Mr Stokes. "I wanted to support something that so rightly deserves it."

It is the kind support of Mr and Mrs Stokes that we were able to purchase 25 Telehealth units to help support our clients living in country areas.

Telehealth is a remote home monitoring system designed to improve the quality of life for clients and carers using information and community technology to monitor a person's vital signs. It is an important tool in supporting the health

and wellbeing of our community, which can help:

- Improve a patient's independence by actively involving them in their care.
- Increase a patient's sense of medical security.
- Allow for early medical intervention if required.
- Reduce hospital admissions.
- Reduce number of days spent in hospital for those requiring admission.
- Ensure fewer emergency department visits.

Silver Chain would like to especially thank Mr and Mrs Stokes for their kind support.

Calendar of events

DECEMBER

8 Young People Who Care Award Ceremony.

JANUARY

26 Australia Day Breakfast, Bicentennial Square, Bunbury.

To find out about our events visit www.silverchain.org.au/events

6 Sundercombe Street Osborne Park WA 6017

• Facsimile 9242 0268 • Email info@silverchain.org.au
• www.silverchain.org.au

Silver Chain Nursing Association (Incorporated) ABN 77 119 417 018



SILVER CHAIN

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