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SILVER CHAIN

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



Silver Chain wishes you and your loved ones a happy and safe holiday season and best wishes for the New Year.

Staying Socially Active

Do you feel a bit down in the dumps, like age is catching up with you and you might be slowing down? Perhaps you feel as though you can't do the things you used to.

There are some amazing people in the world who have not let their age become a barrier to what they attempt and achieve; they are world beaters in their own way and an inspiration to us all.

For example, Dame Elizabeth Murdoch at the grand age of 99 was quoted as "still playing an active role with over 100 charities including attending at least five social functions a week". She has now passed her 100th birthday and is still going strong!

You may remember Peter Cundall, who was presenting the ABC Gardening Australia program until the age of 81 in 2008, when he retired to have more time to dedicate to his other passion – conservation.

Thomas Keneally, a highly successful author of over 30 novels and screen plays including the classic 'The Chant of Jimmy Blacksmith' has just had another published at the age of 73.

And, Cecil Walkley, an 80 year old gentleman from Perth completed this year's City to Surf half marathon. He has over 20 marathons under his belt and between 60 and 70 half marathons.

There are many other less famous people, ordinary Australians if you will, who continue to play an active role, rather than taking a back seat and watching life go by. A wonderful example of someone who is staying active is one of our very own clients, Norman Lendon (pictured).

Norman, who at 92 years of age, is an inspiration to the Mandurah community. Despite, having only 10% eye sight,

Norman continues to jump onto his treadmill each morning and walk a quarter of a mile whilst listening to his radio.

An ex Desert Rat under Montgommery, Norman also enjoys ballroom dancing, he attends classes each week and wears a dapper pair of black and white dancing shoes.

So, what is Norman's secret? Not only has Norman been blessed with lucky genes, his mother lived to 101 and his father 87, but Norman doesn't drink or smoke. He says "everything in moderation is the key". However, he is passionate about chocolate which he shares with his close companion Iris.

As we get older it can be very easy to let go of our social contacts. Sometimes we may not feel the best, the weather may be too hot or too cold discouraging us from getting out and joining in activities.

"Staying in touch with our family and friends is vitally important to our physical wellbeing, as well as our mental health," explains Sharon Richards Silver Chain's Project Support Officer, Wellness Team. "Making new contacts and trying new things can give us a great sense of achievement and purpose. The more active you remain both physically and mentally, the more active you are likely to remain," she says.

Would you like to know more about how you can stay socially active and help maintain your physical and mental wellbeing? See our 'Staying Active, Keeping Young' feature on page 5 for some great tips!

Inside

- | | | | |
|---|--|---|------------------------------------|
| 2 | Looking After Your Feet! | 5 | Staying Active, Keeping Young |
| 3 | A New Era for Silver Chain's Residential Care Facilities | 6 | Thank you |
| 4 | Silver Chain Home Hospital | 7 | Client Liaison |
| | | 8 | Making a World of Difference . . . |



Looking After Your Feet!

If you live in the Wheatbelt region of Western Australia and are unable to care for your feet, you may be able to take part in a HACC Foot and Nail Care program – a Community West initiative.

“Our registered nurses and care aides in the Wheatbelt region have recently undertaken training in the program, which helps to free up the podiatrist,” says Ted Hanratty Silver Chain’s Avon Service Co-ordinator. “This service also assists clients in maintaining their nail care and facilitating their independence.”

Client’s who are HACC eligible and unable to perform their own basic nail care due to limited mobility, failing eye sight, decreased dexterity and strength in their hands are eligible for services.

The nail cutting service is offered on a six weekly basis, or more frequently if required, and is performed in the client’s home. Registered nurses undertake the assessments and care aides have been trained in appropriate foot care and nail cutting techniques, as well as procedures for cleaning and sterilising equipment.

If you would like to find out more about this program please call Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).

SILVER CHAIN MERCHANDISE STORE

Our Arthur Bears will make great stocking fillers this Christmas and what’s more, for a limited time will arrive gift wrapped!

At just \$10 each (plus \$5.50 postage and handling), Arthur stands at approximately 20cm tall and wears a green t-shirt.

To purchase a gift wrapped Arthur Bear please call Marketing and Communications on 9201 6755 or visit Silver Chain House Reception, 6 Sundercombe Street, Osborne Park WA between 8:30am and 5:00pm, Monday to Friday.



Tuna and Avocado Salad

Preparation Time – 10 minutes

Serves – 4

Serves of vegetables in this recipe – 10

Ingredients

315g can tuna in spring water, drained

300g can cannelloni or butter beans, drained

1 tomato, chopped

1 avocado, skin and pip removed and chopped

Dressing

Juice of ½ lemon

1 teaspoon grated lemon rind

1 tablespoon chopped basil

2 tablespoons low-fat natural yoghurt

Freshly ground or cracked black pepper, to taste

Method

In a bowl lightly fold tuna, beans, tomato and avocado.

In a small bowl mix all dressing ingredients together and pour over tuna mixture.

Serving Suggestion

Stuff the mixture into pita bread pockets; serve in a wholemeal roll; or pile on top of a baked jacket potato or toasted Turkish bread.

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A New Era for Silver Chain's Residential Care Facilities

Silver Chain has transferred the operating licenses of our metropolitan residential care facilities to Aegis Aged Care Group, and is currently negotiating the transfer of its country residential care facilities to Baptistcare. This will enable us to focus our resources on services where we can make a greater difference to fulfilling our mission such as home care, palliative care and country community services.

Baptistcare will take over Gwen Hardie Lodge and Annie Bryson McKeown Lodge in Albany and Mirrambeena and Silver Vines in Margaret River. While, Aegis Aged Care Group have acquired Cottage Homes in Highgate and the operating licenses for John Mercer Lodge in Hilton and Alfred Carson Lodge in Claremont.

Chris McGowan, Silver Chain's Chief Executive Officer, says Silver Chain's decision was based on achieving the best care solutions for our residents and staff.

"Baptistcare and Aegis have a strong culture of individual care and promoting the welfare and wellbeing of residents living in their facilities. They have both made commitments to ensure existing residents will not experience an increase in costs and all staff entitlements will be preserved. This includes honouring the commitment to all former Alfred Carson Lodge residents that they will be able to move back to the facility once renovations are completed."

If you would like to find out more please contact Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call).



Danum House B&B

Danum House Bed and Breakfast, Fremantle is set in a 100 year old beautiful limestone federation house.

Accommodation at Danum House offers elegantly furnished full-sized bedrooms with a television, fridge and private facilities. Guests enjoy their own entrance and with only three guest rooms, it is very private, tranquil and peaceful. Located in a quite cul-de-sac, Danum House is only two minutes walk from the historic Fremantle Prison and five to 10 minutes walk to the centre of Fremantle, including the Fishing Boat Harbour and the famous Cappuccino Strip.

Danum House Bed and Breakfast was voted the Best B&B in Fremantle by members of TripAdvisor 2009.

The owners are kindly giving one lucky *Link* reader the chance to win a one night's stay at Danum House including breakfast. For your chance to be in the running to win this great prize, simply write your name and address along with the correct answer to the question below 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).

Question – Where will you find Danum House?

The competition will be drawn on Thursday, 17 December 2009 and winners will be notified by mail.

The owners are also offering all Silver Chain clients, family members and supporters 15% off the rack rate. Telephone 9336 5874, email info@danumhouse.com.au or visit www.danumhouse.com.au for more information.

Fred's Appreciation for Silver Chain

Elfriede Berger (pictured with family and friends), will soon celebrate her 100th birthday early next year and with the help of Silver Chain she is able to continue living in her own home.

"I think back to if we were still living in California and the services that would be available to mum, which there would be none" says Fred, Elfriede's son and carer. "For the past 12 years, Silver Chain has cared for mum, they have always been there for us both," he says.



Elfriede's life has taken her on many a journey. In 1929, she immigrated from Germany to the United States of America, then to Mexico years later and further as a permanent resident to Australia in 1986. Elfriede was a single mother who raised her son Fred and daughter Ingeborg. She was employed as a governess, assistant nurse, care taker of a 10 room boarding house, taxi driver and machine operator.

"Mum receives care everyday of the year," says Fred. "I couldn't take care of her by myself, I tried but it wasn't possible. With the help of Silver Chain mum can live in her own home, a promise I made to her many years ago and I know she is very, very grateful for their support."

Silver Chain Home Hospital

Silver Chain Home Hospital is the next step in health care delivery at Silver Chain.

An extension and expansion of our existing Hospital@Home service, the Silver Chain Home Hospital will deliver community based non-inpatient acute and complex care across the metropolitan area 24 hours, seven days a week.

Proudly supported by the Friend in Need – Emergency (FINE) scheme, a Government of Western Australia initiative, Silver Chain Home Hospital is an integrated service. It will provide a convenient and comfortable way for patients to be treated in the safety of their own home.

“Silver Chain Home Hospital caters for patients who have a range of short term clinical care requirements. Services include the new Priority Response Assessment (PRA), Hospital@Home, Post Acute Care and Community Nursing,” explains Lou Chambers, Project Director. “All Silver Chain Home Hospital services include the availability of home support services or allied health as required.”

Patients who are eligible for Silver Chain Home Hospital:

- Require short term care that can be delivered safely in the home.
- Do not require an emergency response.
- Are aged 16 and over and not under the care of a paediatrician.
- Are not more than 22 weeks pregnant.
- Can communicate effectively, directly or through an interpreter.



- Are medically and mentally stable.
- Have given consent.

Patients who are privately insured and who are in an inpatient setting are not eligible to access Government funded services.

Patients can be admitted to all Silver Chain Home Hospital services upon referral by a medical practitioner. Registered nurses can refer for a Priority Response Assessment as a possible gateway to other services.

If you would like to find out more about Silver Chain Home Hospital please call Silver Chain on 9242 0242 or visit www.homehospital.org.au.



Chronic Heart Failure Research: Help us to help you!

Silver Chain is currently looking for people to participate in an exciting research project that involves the use of Telehealth Equipment to assist people in self-managing their Chronic Heart Failure (CHF). The study aims to reduce the number of hospital admissions and emergency department visits over a period of eight months for those who use the Telehealth Equipment.

What is Telehealth?

Telehealth uses equipment to remotely monitor people's health from their own home. In this study, Telehealth equipment will be used daily to measure vital signs such as blood pressure, blood oxygen levels, temperature and weight. These measures are then automatically transmitted via telephone to a nurse

at Silver Chain who can observe the person's health status without them leaving their home. The nurse monitors daily readings to look for trends that could indicate deterioration in condition.

Who is invited to participate?

To take part in this study you need to have a diagnosis of CHF. In addition, you will need to have visited an emergency department or been admitted to hospital in the past 12 months for your CHF.

What will happen if you agree to take part in the project?

If you agree to participate in the study, a Research Assistant will visit you in your own home, and will randomly allocate you to either the **Telehealth Group** or the **Information Group**.

If you have been allocated to the **Telehealth Group**, the nurse will install the Telehealth equipment and teach you how to use it and answer any questions you may have. The nurse will explain that each day, for a period of eight months, you will be required to use the equipment to measure your vital signs. Each day a Silver Chain nurse will review the transmitted information to monitor if your vital signs are normal or not.

Should you be allocated to the **Information Group**, the nurse will provide you with information about how to monitor your symptoms but you will not receive any Telehealth equipment.

If you would like more information or are interested in participating in this project please phone Candice Patterson on 9201 6756 or Lauren Roberts on 9201 6792



Travel Smart and Stay Safe

Silver Chain will soon undertake an exciting and innovative project using the Google Mapping computer software to help enhance our travel efficiency while providing direct care services to you.

“Mapping software is a way of the future in community health care,” says Phyllis Schabort, Project Manager. “This software will help us to determine a rostering schedule for our staff to visit clients in designated areas. In 2008/2009 Silver Chain staff travelled approximately 12 million kilometres. That is over 300 times around the world!

“Using this software for scheduling your visits will ensure staff spend less time on the road so there is less of a potential for accidents. It will also mean a reduction in the number of kilometres our staff travel during the course of providing care, while also reducing our carbon footprint.

“Travel time between visiting clients will also decrease for staff, which will mean they have more time to provide care to additional clients,” says Phyllis.

With the implementation of this project in early 2010, there could possibly be a change in the time of your visit if your care doesn't require a specific time. There may also be a change of the person who provides your direct care. Any changes that affect your care will be communicated to you in advance.

We will continue to update you as this project progresses. If you would like further information about this project please call Phyllis Schabort at Silver Chain on 9242 0242.

Staying Active, Keeping Young

For many years, the term ‘use it or lose it’ has been used as a motivator for us to keep active – how does it apply to you?

Try answering the following questions:

- 1 How often do I contact my family and friends?
- 2 Would I like to have more social contact?
- 3 What things would I be interested in doing?
- 4 Do I have a skill I could share with others?

Sharon Richards, Silver Chain's Project Support Officer, Wellness Team says there are a number of different things you can try to help keep yourself socially active. For example:

- Set up regular meetings/ telephone calls to family and friends.
- Join a craft group or club.
- Take a course to learn a new skill. For example, learn how to use the internet so you can stay in touch with those further afield.
- Write your life story or write down your thoughts in a journal.
- Join a men's shed group.
- Volunteer to help others.
- Visit people who are physically unable to get out of their home.
- Do something that you once did and used to enjoy. For example play golf or lawn bowls or join a walking group.

“By maintaining an active role in your local community, not only are you helping and inspiring others you are building a support network of friends



who you can call on for assistance should you need to in the future. It is taking the first step to do this, which can feel difficult,” says Sharon.

We would love to hear your story if you or someone you know would like to be an inspiration to others. Please send your story in writing to:

Silver Chain's *Link* Newsletter Editor
6 Sundercombe Street
OSBORNE PARK WA 6017

If you would like more information about staying active and what is available in your local community contact the Commonwealth Carelink Centre on 1800 052 222.

Useful Tips for Home Care

If you receive home based care, your home becomes our workplace.

If you have a pet, please ensure they are outside or behind closed doors before our staff visit you. All dogs must be restrained. We understand most dogs are friendly, but your dog could react unexpectedly to a stranger entering your home, especially if you are receiving personal care.

Working together, we can help one another to ensure that both you and our staff stay safe at all times.

BP Employees Charity Fund

More than \$5,000 was donated to our Rockingham Respite Cottage thanks to the BP Employees Charity Fund. Funds will be used to assist the cottage to modify their bus and purchase and install a new dishwasher for the kitchen.

Margaret Steel, Silver Chain's Rockingham Respite Cottage

Co-ordinator says the cottage is very appreciative of the support the BP Employees Charity Fund has shown. "The modification to our bus will enable us to easily transfer clients from a wheelchair to a bus seat. We use the bus on a daily basis to pick up and drop off clients, while also using it to take clients on outings. This modification is vitally important," says Margaret.

"The Cottage requires new equipment in the kitchen so it can meet the required food safe standards. The total cost for upgrading the kitchen is over \$25,000. The donation by the BP Employees Charity Fund will enable us to purchase a dishwasher worth over \$4,174.50."



Volunteer Fundraisers

Our 17 branch committees continue to do remarkable things for Silver Chain, raising funds and showing their support. Here's a snapshot of just what some of the branch committees have been up to recently in their community.

The Albany Branch Committee recently funded the construction of a staff breakaway area at the rear of the service centre.

The branch committee at Beacon have been active in the purchasing of a new back up generator, resuscitation trolley, weighing scales and chairs for the clinic as well as a new microwave oven and vacuum cleaner.

The Bridgetown Branch Committee are funding the construction of a four berth carport at the rear of the Bridgetown Service Centre.

The Bencubbin Branch Committee have supported the health centre with the purchase of new curtains and also assisted in the upgrading of a number of equipment items.

The Bunbury Branch Committee continue to provide financial support to enable the viability of the service centre's wound care clinic.

The Mandurah Branch Committee have devoted their fundraising towards soft furnishings of the soon to be completed new day centre.

Cameras Will Help Silver Chain

Thanks to the Kalamunda National Seniors Foundation, we were able to purchase two digital cameras for wound care assessments.

Heather Boxall, a Silver Chain Clinical Care Manager says the cameras will enable our nurses to take photographs of clients' wounds. "The digital photos will enable a pictorial history of clients' wounds to be developed, which will assist with monitoring the healing progress of the wound," says Heather.

"The cameras will be a pivotal tool used daily and will ultimately enable the enhancement of wound care by Silver Chain."

thank you! ♥

Celebrations Supporting Silver Chain

We would like to thank many of our clients and friends who celebrate a special occasion including birthdays, anniversaries and weddings and request their guests make a donation to Silver Chain in lieu of receiving gifts.

If you would like to support Silver Chain next time you celebrate a special occasion, please call our Relationship Officers Kaye and Lynne on 9242 0233 as we can provide you with donation envelopes for your guests.

Our donation envelopes are reply paid and self addressed that your guests can use to donate either by cheque, credit card or money order through the mail. Your guests can also call Silver Chain on 9242 0233 to make a donation using their credit card or visit www.silverchain.org.au/onlinedonation to make an online donation through our secure website.

Your guests will each receive a receipt (donations over \$2.00 are tax deductible) and we will also notify you as to who made a donation in celebration of your special occasion.

'The Pink Gig'

Special thanks to Kerrie Vasilevski, Fiona Davidson, Carol Ferguson and everyone who supported 'The Pink Gig', which raised more than \$7,000 for Silver Chain, the National Breast Cancer Foundation and the Breast Cancer Foundation of WA.

The event, which was held at the Sorrento Surf Lifesaving Club, was a sell-out and plans are underway to hold the event next year!

Patty Celebrates 50 Years

We would especially like to thank Patty Georgiadis, her friends Annette and Yvonne and everyone who helped Patty celebrate her 50th birthday, raising over \$1,500. Patty kindly donated the funds to help us purchase equipment for our Hospice Care Service.

Food Safety

Summer is a time of fun, food and friends!

The following tips can help to ensure your summer won't be marred with food poisoning.

The great Aussie picnic involves many potentially hazardous foods, including burger patties, salads with mayonnaise dressings, chicken and creamy deserts. Keep your food safe by following the two hour/four hour rule; this can be used when potentially hazardous food has to be kept out of temperature control.

Potentially hazardous food that has been left out for two hours or less may be placed back into a fridge.

Potentially hazardous food that has been left out for over two hours but less than four hours may be used or discarded. It should not be placed back into the fridge.

Potentially hazardous food that has been left out for over four hours should be discarded.

Other simple rules that can be followed:

- Keep food out of the temperature 'danger zone'. Make sure cold food is kept below 5°C and hot food above 60°C.
- Keep food covered to protect it from contamination and flies.
- When planning a party etc keep food in the fridge and drinks on ice.
- If keeping food in an ice slurry (esky) ensure food is in sealed water tight containers to prevent cross contamination.
- Don't mix raw and cooked meats or their juices.
- Use different utensils for meat and salad/vegetables.



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).
- 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 three 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 Office of Health Review on 9323 0600 or Country Freecall™ 1800 813 583.

*Calls from mobile telephones are charged at applicable rates.

Client Liaison – Advocacy and Understanding

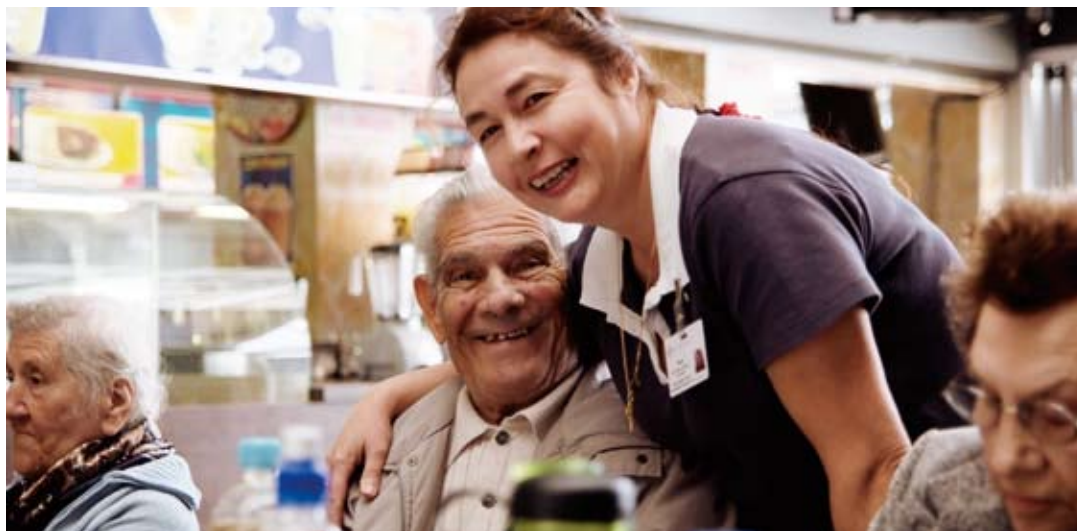
Silver Chain's Client Liaison Service provides advocacy, complaints monitoring and general support for clients and carers. We welcome feedback and are committed to resolving issues presented that are affecting a clients or carers ability to continue to live independently and participate as members of their community.

Please do not hesitate to call us at Silver Chain on 9242 0242 or country callers 1300 650 803 (for the cost of a local call) and we will do everything to assist with whatever issue is presented.

Our regular presentations to community groups and forums gives us very useful feedback. If you belong to a group that is interested in participating please contact one of us.

Carole Harris and Peter Biggins
Client Liaison Service

Making a World of Difference . . .



Supporting Silver Chain

Each quarter, more than 91,000 people receive our *Link* newsletter including clients, donors and friends.

Our *Link* newsletter is used to provide updates about our services and to create an awareness amongst the wider community about our activities. It is also a valuable fundraising tool.

We would like to thank all of our *Link* readers for their continued support. Funds raised each quarter through the *Link* help us in many ways including the purchase of equipment for clients, the introduction of new programs and fund our research to develop innovative models of care. We also use donations to help contribute towards the establishment of new facilities, as well as the maintenance of existing facilities including our service centres, health centres and day centres.

Donate at any Australia Post

Did you know you can make a donation to Silver Chain at any Australia Post outlet?

It's one of the easiest ways and there's no need to purchase a money order. Simply take your donation coupon (attached to the bottom of the enclosed letter) into Australia Post. Your coupon will be scanned and Australia Post will notify us of your donation, which we use the information to record your donation against your donor record.

You will be issued with a receipt from Australia Post, this is your record to claim on your tax return.

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

Rotary Club of Rossmoyne Community Raffle 2009

Thank you to everyone who purchased tickets in this year's Rotary Club of Rossmoyne's annual raffle. We sold a massive 3,733 tickets raising \$3,733 for Silver Chain.

The draw took place on Wednesday, 9 September 2009 and the winners are:

- First prize – Ticket 33710.
- Second prize – Ticket 04872.
- Third prize – Ticket 09945.



Results were published in the West Australian newspaper on Saturday, 12 September 2009.

Christmas Gift Wrapping

Thanks to Westfield, we will again be gift wrapping to help raise funds for Silver Chain in the weeks leading up to Christmas.

If you shop at Westfield Innaloo, Whitfords or Carousel make sure you call past the Silver Chain stand to have your gifts wrapped for a gold coin donation, plus you'll also receive a festive Silver Chain gift tag!

To find out the dates and times when we will be gift wrapping at each of the Westfield Shopping Centres visit our website www.silverchain.org.au/Events.

Westfield Carousel . Innaloo . Whitford City



Calendar of Events

DECEMBER

- 5** International Volunteer Day.

JANUARY

- 26** Australia Day Breakfast, Bicentennial Square, Bunbury.

FEBRUARY

- 4** World Cancer Day.

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



6 Sundercombe Street Osborne Park WA 6017

- Phone (08) 9242 0242 • Facsimile (08) 9242 0268
- Email info@silverchain.org.au

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



SILVER CHAIN