

Read all about it!

WINTER | 2024

What's News?



Message from MCCS

Welcome to the Winter 2024 edition of "What's News"! As the Regional Manager - Hunter, I am thrilled to present this newsletter, which is filled with valuable information and updates to keep you informed and engaged.

In this edition, we have included essential updates regarding the SMS notifications, rostering and the impact of the closure of the 3G network on older mobile phones and personal alarms. We also delve into the importance of winter wellness, offering tips on staying healthy during the colder months and the benefits of incorporating dairy into your diet for healthy aging.

Furthermore, we highlight the significance of easy living equipment for older individuals, providing a comprehensive list of items that can enhance safety and independence at home. Additionally, we celebrate the dedication of our volunteers.

We hope you find this edition both informative and enjoyable. As always, your feedback and suggestions are invaluable to us, so please feel free to reach out and share your thoughts.

Thank you for being part of the MCCS community. We look forward to keeping you informed and inspired in the upcoming editions.

Sarah Twaddell

Regional Manager - Hunter



Registered NDIS Provider



Find us on
Facebook

@maitlandcommunitycareservices

*Scan to
subscribe to our
email newsletter*



IN THIS ISSUE

SMS NOTIFICATIONS

EASY LIVING EQUIPMENT

SOCIAL SUPPORT NEWS

CLINICAL CORNER:
WINTER WELLNESS

HEALTHY AGEING
WITH DAIRY

PUZZLE

SMS Notifications

Here at MCCS, we have introduced an SMS texting service for service reminders to enhance our client experience. We believe in always working to serve our clients better; this new initiative is a testament to that belief.

Please call the Customer Service team to Opt-In for SMS notifications.

Working Towards Roster Stability

Over the past few months, we have faced several challenges that have led to a number of service reschedules and changes. We understand how disruptive and frustrating this has been for you, and we sincerely apologize for any inconvenience caused.

We are actively working on solutions to bring more stability to our rosters. A significant part of this effort is focused on recruiting additional staff to ensure that we can meet your needs more reliably. We are committed to fixing these issues and providing you with the high-quality service you deserve.



REMINDER: MEALS ON WHEELS

We require two days' notice for orders placed over the phone.

Easy Living Equipment

Easy living equipment provides numerous benefits for older people living at home. It enhances safety and independence by minimising the risks of accidents and falls through features like grab bars, non-slip surfaces, and adjustable furnishings. This equipment also simplifies daily tasks, encouraging seniors to manage household tasks more comfortably. By setting up a home environment that caters to individual needs, easy living equipment fosters a sense of autonomy and well-being, allowing older people to maintain their quality of life and age in place with confidence.

Here is a handy list of items that could help around the house that are often prescribed by our Allied Health Team:

- Shower chairs/stools
- Toilet transfer aids
- Uccello kettle
- Reachers
- Adapted cutlery
- Automatic can/jar/bottle openers
- Walking aids
- Bed rails
- Pressure cushions
- Long-handled sponges/ dressing sticks/sock aids
- Vehicle handybar.



For more information, talk to your Care Manager.



Closure of the 3G Network

Major telecommunication providers are switching off their 3G networks from July 2024. If you have an older mobile phone, please speak to your mobile phone provider. This could also impact older personal alarms so if you are not sure if your alarm is 3G or 4G, please speak to your care manager or personal alarm provider.

National Volunteer Week

Maitland Community Care Services celebrated **National Volunteer Week** (20-26 May) with a morning tea at our Maitland office.

We have an amazing team of volunteers who deliver Wheels on Wheels, provide transport for our clients or assist with social outings. Our volunteers also help with admin tasks such as putting our client newsletter into envelopes.

Our volunteers' selfless dedication has touched countless lives in our community. We thank them for their generosity. They make a difference every day.

We are always looking for new volunteers so if you know anyone who would be interested, ask them to call us on 4932 5755.

Here are a few photos taken at the morning tea:



Code of Conduct for Aged Care

When providing care MCCS staff will always behave within the Aged Care Code of Conduct.

They will always:

- **Respect your rights** to express yourself and make your own decisions about how you want to live
- **Treat you with dignity and respect** and value your diversity
- **Respect your privacy**
- **Provide high quality care** in a safe and competent manner
- **Act with integrity**, honesty and transparency
- **Take action promptly** about matters that may impact safety and quality of your care
- **Provide safe care** free from all forms of violence and abuse
- **Prevent and respond** to all forms of violence and abuse

For more information, go to the Aged Care Quality and Safety Commission website www.agedcarequality.gov.au; Phone 1800 951 822.

✓ Meet new people

✓ Learn new skills

VOLUNTEER

with Maitland Community Care Services

Meals on Wheels

Transport Driver

Social Support Assistance



☎ 4932 5755

✓ Help a community

Winter Wellness

As we move towards winter, we can prepare our bodies to stay well and avoid sniffles and illness.

Clean hands

The best way to stop the spread of germs is to wash your hands. We know to wash our hands after using the toilet and before meals, but washing every few hours, and after touching doors and rails can help.

Get vaccinated for influenza

The seasonal flu shot will provide you cover against the major strains of flu and is bulk billed if you are over 65, or have a chronic illness. See your Doctor or Pharmacist.



Get a Covid booster vaccination

Regular COVID-19 vaccinations (also known as boosters) are the best way to maintain your protection against severe illness from COVID-19.

Stay fit

Intentionally taking part in activities that you enjoy reduces negative thinking and promotes positive emotions and well-being.



Eat well – Vitamins, Minerals and Protein

Maintaining a healthy diet rich in fruits, vegetables, and whole grains can ensure that your body receives the essential vitamins and nutrients, to support your immune system through winter. Look for dark, leafy greens and red and yellow vegetables, which are all high in antioxidants. Sufficient iron, zinc and vitamin C is also key to a healthy immune system.



Sleep well

Making sure you get regular sleep is vital to staying healthy. When you are run down and aren't well-rested you are more likely to get sick.

Drink up



Staying hydrated with at least eight glasses of water each day. Try boiled water with a slice of lemon, the moisture will also help make mucous membranes, including those in your sinuses, more resistant to bacteria.

Quit Smoking

There are many benefits to quitting smoking, but smokers are more susceptible to upper respiratory infections that tend to strike in winter. See your GP or contact the NSW Quitline 13 7848 (13 QUIT).



Clean Environment

Mould can trigger nasal congestion, sneezing, coughing, wheezing, respiratory infections and worsen asthma and allergic conditions.

Look after your skin

Cold air, wind and heating will dry out your skin, so keep your face and body well moisturised.

Get Healthy Services NSW

The **Get Healthy Service** offers free phone and online health coaching to help you make lifestyle changes to improve your health. Delivered by NSW Health, the service is available to people over 16 years of age living in NSW.

When you join, you'll receive 6 or more confidential coaching calls with a university qualified health coach.

Their coaches can support you to:

- set and achieve your health goals
- eat well and keep active
- reduce the amount of alcohol you drink
- reach and stay at a healthy weight
- stay active during and after cancer treatment



1300 806 258

www.healthyliving.nsw.gov.au/



www.facebook.com/HealthyEatingActiveLivingNSW



www.instagram.com/HealthyEatingActiveLivingNSW



Healthy Ageing with Dairy

As we age, maintaining our health and independence becomes increasingly important. One of the simplest yet most effective ways to support our well-being is through our diet. Recent insights from *Dairy Australia* have highlighted a crucial area where many older adults may be missing out - dairy consumption. With 97% of older individuals not getting enough dairy, it's time to shine a light on the power of dairy products in promoting healthy ageing right at home.

The Critical Role of Dairy in Your Diet

Dairy isn't just about calcium; it's a powerhouse of essential nutrients that are key to preserving muscle mass, bone density, and overall vitality. Groundbreaking research has shown that consuming at least 3.5 servings of dairy daily can lead to an 11% lower risk of falls, a 33% lower risk of fractures, and a staggering 46% lower risk of hip fractures. These benefits are particularly crucial for maintaining independence and preventing common age-related health issues.

How to Boost Your Dairy Intake Easily

Incorporating more dairy into your daily routine can be both simple and enjoyable. Here are some practical tips to enhance your diet with dairy:

Enhance Your Favorite Dishes: Add a sprinkle of cheese to your mashed potatoes, a dollop of ricotta to your morning eggs, or a splash of milk to your smoothies. These small additions can make a big difference.

- **Snack Smart:** Opt for yoghurt with fruit for a refreshing morning snack or cheese and crackers for a satisfying afternoon break
- **Discover New Recipes:** Visit Dairy Australia's website for a collection of dairy-rich recipes, including some delightful creations from renowned chef Maggie Beer, to inspire your next meal.

Making Dairy a Staple in Your Home Care

Living at home offers the flexibility to tailor your diet to your specific needs and preferences. If you're unsure about how to incorporate more dairy into your meals or need some inspiration, don't hesitate to reach out to your support worker during a meal prep or shopping service.

For more information on dairy's benefits and to explore Dairy Australia's resources, including meal planners and delicious recipes, please scan the QR code or visit dairy.com.au/health/healthy-ageing-with-dairy.



Let's take this opportunity to embrace the benefits of dairy and enjoy a healthier, more independent life at home.





Maitland Community Care Services is dedicated to supporting stroke survivors on their journey to recovery. Our ESTEEM Program provides a nurturing environment that promotes physical, cognitive, and social enrichment for stroke survivors.



4932 5755



esteem@mccs.org.au



mccs.org.au/strokerecoverymaitland

STROKE RECOVERY PROGRAM

Ten Week Program

Tuesdays & Thursdays from 2 July 2024

10 am to 12.30 pm

At Kurri Kurri Hospital Day Centre

ESTEEM

Exercising
Socialising
Thinking
Environmental
Enrichment
Model After Stroke



Personalised
rehabilitation to
enhance stroke
recovery.



What is Flexible Respite?



Caring for a loved one is a noble and challenging task. MCCS is here to offer support with our Commonwealth Home Support Programme's Flexible Respite service. Whether you need a few hours a day or more, we provide temporary care, giving you the time to focus on your well-being or simply recharge.

Eligible carers, you're not alone – we are here to help!

Learn More →



4932 5755

Save time. Book online.

Now accepting online
transport booking requests.



You must be registered with MCCS.

Social Support Activities

Maitland Community Care Services proudly hosts social activities for our Commonwealth Home Support Programme, Home Care Package clients, and NDIS participants. With plenty of events, we are here to help you stay socially connected.

Our recent activities included a Mother's Day High Tea, a ferry ride, a theatre group and a visit to the Koala Sanctuary.

If you are interested in any of our social support activities for groups or as an individual, contact our Activities Coordinator on **4932 5755**.

Coming Events in July

- Christmas in July
- Friendship Friday
- Cheese and chocolate tasting
- Whale Watching
- Mens Day Out: Motorcycle Museum at Nabiac
- Indigenous Art Group



Meet new people, get out and about and have some fun - all with door-to-door transport!



4932 5755



Did you know that MCCS hosts social activities for our NDIS participants? We are pleased to announce that in addition to our regular activities, we have introduced "Supported NDIS events" that a support worker will also attend.

For more information and to book, contact our Social Activities Coordinator on 4932 5755.

Due to the increase of Covid, RSV and the flu, we ask that clients wear a mask during transport.

Thank you for your understanding.



Winter Clothes Word Search

Find the words listed below and circle them.

- SOCKS
- GLOVES
- BEANIE
- RAINCOAT
- SCARF
- TROUSERS
- SWEATSHIRT
- JACKET
- SWEATER
- MITTENS
- VEST
- BOOTS



S	W	E	A	T	S	H	I	R	T	O	X
A	S	K	I	R	C	N	G	A	R	M	B
D	A	N	K	O	A	S	T	I	E	I	O
M	B	S	O	U	R	I	N	N	B	T	O
U	E	O	L	S	F	J	U	C	L	T	T
J	A	C	K	E	T	G	L	O	V	E	S
C	N	K	M	R	F	A	W	A	E	N	T
A	I	S	E	S	Q	U	A	T	S	S	Y
P	E	Q	N	R	S	W	E	A	T	E	R

Important contact details

- | | | |
|---------------------------------------|--------------|---|
| • My Aged Care | 1800 200 422 | myagedcare.gov.au |
| • Carer Gateway | 1800 422 737 | carergateway.gov.au |
| • The Older Persons Advocacy Network | 1800 700 600 | opan.org.au |
| • Seniors Rights Service | 1800 424 079 | seniorsrightsservice.org.au |
| • Beyond Blue | 1300 224 636 | beyondblue.org.au |
| • Lifeline | 13 11 14 | lifeline.org.au |
| • Mental Health Line | 1800 011 511 | health.nsw.gov.au/mentalhealth |
| • Older Persons Covid-19 Support Line | 1800 171 866 | |

ADSSI Limited T/A Maitland Community Care Services[®]

27 John Street, Maitland NSW 2320

E csoffice@mccs.org.au W mccs.org.au P 02 4932 5755



We are situated on Darkinjung, Wonnarua, Awabakal and Gringai lands and acknowledge the Traditional Custodians of these lands. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land.

We affirm the right to equality, respect and fairness for the LGBTIQ community and all community members.