

Monthly Newsletter

MAGICAL CARE HOME CARE SERVICES

June 2024



Here's what has happened in June and what's to come!

At Magical Care, we are thrilled to share some exciting updates and heartfelt stories from within our community.

First and foremost, we want to express our immense pride in our dedicated support workers who tirelessly provide compassionate care to our clients every day. Their commitment and professionalism continue to inspire us all.

We invite you to join us on this journey of growth and dedication to quality care. Highlighting our continuity of care provided for 2 weeks, fully paid as a gesture of goodwill by Magical Care to a client and their family during hospitalisation in the month of June. We want to share our appreciation and loyalty to our clients, especially those who have been with us long-term.

In addition to celebrating our support workers, we are delighted to announce the upcoming opening of three new SIL (Supported Independent Living) houses. These expansions will enable us to further our mission of providing comfortable and supportive environments where our clients can thrive. These properties are available for new residents via Housing Hub.

In this edition of our newsletter, we will delve into several key areas that highlight our commitment to excellence. We'll discuss ongoing training initiatives aimed at enhancing the skills and knowledge of our staff, as well as our meticulous approach to staff onboarding processes.

Furthermore, we recognise the importance of food safety and the role it plays in supporting enjoyable and nutritious meals for our clients. Our dedicated team works diligently to maintain high standards in meal preparation and service.

Lastly, we'll explore the critical topic of risk recognition and incident prevention. At Magical Care, proactive measures are paramount in ensuring the safety and well-being of everyone in our care.

Thank you for your continued support as we strive to make a positive impact in the lives of those we serve.

Warm regards,

Magical Care

In this newsletter you can expect:

Updates

Educational Focus:
Incident Management & Risk Mitigation & Supporting Enjoyable Meals

Achievements & Announcements

Finding & Tailoring the best support workers

SIL Houses- Ready, Set Go!



Achievements from June!

New client milestones:

Tiana is recently transferred to Magical Care due to an unpleasant experience from previous provider. She lost trust, felt insecure and vulnerable. Our team has worked closely with her to develop a personalised care plan that meets her unique needs, ensuring she receives the best possible support. Since joining us, Tiana has begun to regain her confidence. Our dedicated team has worked tirelessly to create a welcoming and supportive environment for her. Tiana now feels safe, valued, and is starting to rebuild her trust in care services. We are honoured to have her as part of the Magical Care family and are committed to helping her thrive.

Overcoming challenges with expert care:

Joseph was recently discharged from hospital with a complicated wound. He was rejected by other nursing providers due to complicity of the wound management. Magical Care proudly accepted this client with the promise of management. Our experienced nurses managed the specialised vac dressing as the protocol, addressing all aspects to mitigate risk. Thanks to their dedication and expertise, Joseph's wound is now in good condition. We are honoured to have Joseph as part of the Magical Care family and are committed to continuing his successful care journey.

Incident Management & Risk Mitigation

In every community and workplace, ensuring safety and well-being is paramount. Knowing how to recognise and prevent incidents is key to creating a secure environment for everyone. Here's a concise guide on how to effectively respond to incidents and mitigate risks:

Firstly, it's crucial to understand what constitutes a reportable incident. These can range from accidents and injuries to more serious issues like abuse or neglect. By being aware of these criteria, we can better identify potential risks and take proactive steps to prevent them.

Immediate Response Protocol:

When an incident occurs:

1. **Ensure Immediate Safety:** Safety is our top priority. If there's immediate danger, take action to remove individuals from harm's way.
2. **Call Emergency Services:** In emergencies such as medical crises or criminal activities, dial emergency services without delay. Prompt action can save lives.
3. **Notify Your Supervisor:** Inform your manager or supervisor promptly and follow established incident procedures. Clear protocols ensure a coordinated and effective response.

Handling Disclosures

If someone discloses an incident to you:

1. **Record and Report:** Document the details accurately. This information is crucial for investigations and ensures appropriate action is taken.
2. **Provide Support:** Offer reassurance and support to the person disclosing the incident. Let them know their disclosure is taken seriously.
3. **Listen and Document:** Listen attentively to their account and document it objectively. This helps maintain the integrity of the information.

Feedback Highlights:

We are pleased to share that we received 15 feedbacks this month, with 14 being positive. Our clients and their families have expressed their appreciation for the quality of care and support we provide. While we always strive for perfection, we also value constructive feedback and are addressing the one negative comment to ensure continuous improvement. With the one negative feedback received on a Sunday, our office staff dealt with it straight away. Support worker and the client's family engaged well after our intervention, the problem was solved. We conduct regular client surveys to gather insights and continuously improve our services. Your feedback is crucial in helping us maintain high standards and meet the needs of our clients effectively.

Staff appraisal:

We had 31 staff complete staff appraisals this month. We ensure regular check-ins with our staff to ensure that staff are performing well and allow us to provide relevant education to aid in continuous improvement. This feedback from our staff allows for two-way communication and staff satisfaction.

Staff training and certification:

This month, 21 staff members attended our training session on Reportable Incidents & Supporting Safe and Enjoyable Meals. 20 staff members completed our learning module on Reportable Incidents & Supporting Safe and Enjoyable Meals online and 3 staff members successfully completed and passed their medication competency assessments.

Protecting Evidence:

Preserving evidence is vital for thorough investigations:

- **Secure Evidence:** Take precautions to preserve physical evidence and maintain the integrity of the scene, particularly in sensitive cases like alleged sexual assault.

Recording and Reporting

After responding to an incident:

- **Notify Your Manager:** Inform your manager promptly after addressing the incident.
- **Document Your Observations:** Record what you witnessed and heard accurately. Detailed documentation aids in investigations and compliance.
- **Compliance with Authorities:** Depending on the incident, reporting may be required to regulatory bodies such as the NDIS Commission or Age Care Commission. Compliance ensures transparency and accountability.

In conclusion, recognising and preventing risks involves a proactive approach to safety and well-being. By understanding reportable incidents, responding promptly and effectively, and documenting incidents accurately, we contribute to safer environments for all within the Magical Care community. So we can promote trust, security and the utmost safety and quality of care for all those who receive services from us.

*Remember, Prevention is Key:
Know, Recognise and Act!*

Education focus: Supporting Enjoyable Meals

At Magical Care, we believe that mealtimes are more than just a necessity—they are moments of joy, connection, and empowerment for the individuals we support.

As part of our commitment to excellence and adherence to the NDIS (National Disability Insurance Scheme) standards, we prioritise creating safe and enjoyable meal experiences that cater to the unique needs and preferences of each person in our care.

In alignment with the NDIS standards and guidelines, our approach to mealtime assistance goes beyond basic care. It integrates empathy, respect for choice, and meticulous attention to safety protocols. The NDIS module, "Supporting Safe and Enjoyable Meals," serves as a cornerstone in our training curriculum—which we base our staff training. Our staff are equipped with comprehensive knowledge and practical skills essential for providing optimal mealtime support.

Key Focus Areas:

Mealtime Assistance and the Mealtime Plan: Central to our approach is the Mealtime Plan, a personalised framework that outlines dietary needs, preferences, and any necessary modifications. This plan ensures that each meal is not only nutritious but also enjoyable, respecting individual tastes and cultural considerations.

Identifying, Preventing, and Responding to Swallowing Difficulties:

We recognise the importance of proactive care in identifying swallowing difficulties (dysphagia) early on. Our staff are trained to observe signs, intervene appropriately, and collaborate with healthcare professionals to implement safe swallowing strategies.

Planning Food and Food Texture Modifications:

From pureed textures to modified consistencies, our team lovingly prepares meals tailored to specific dietary requirements.

Whether it's adjusting food textures or accommodating allergies, we prioritise meticulous planning to ensure that each meal meets nutritional standards while aligning with personal preferences.

Mealtime Positioning and Assistive Technology: Creating a comfortable and accessible environment during mealtimes is crucial for fostering independence and dignity. Our staff are trained in proper mealtime positioning techniques and the use of assistive technologies, ensuring that individuals with disabilities can engage in meals with ease and comfort.

At Magical Care, these principles are not just theoretical; they are woven into the fabric of our daily operations and are key at representing our values. Through on the job experience, continuous training, and ongoing feedback loops, our staff refine their skills and adapt to the evolving needs of the individuals they support. This proactive approach not only reduces the risks associated with mealtimes but also cultivates an atmosphere where each meal is a positive experience—a moment to savour and enjoy.

In conclusion, our commitment to supporting enjoyable meals reflects our dedication to providing holistic care that respects individual autonomy and enhances quality of life. By embracing the NDIS standards and prioritising safe, enjoyable, delicious and nutritious mealtime support, Magical Care strives to create meaningful connections and nourishing experiences for all those we support.

For more information on how we support enjoyable meals and our comprehensive care services, please reach out to us so we can further discuss needs.

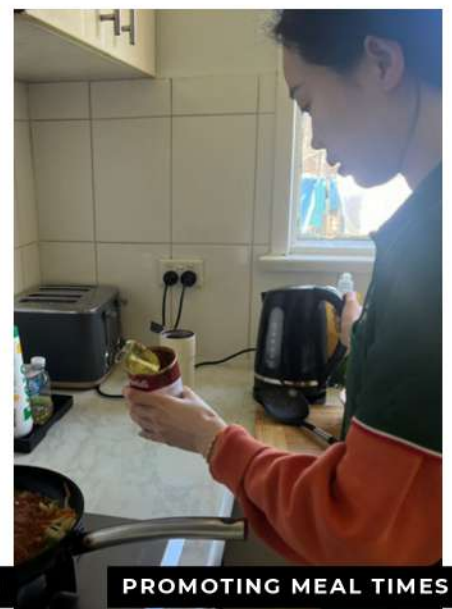
Together, let's make every meal a magical moment.



DELICIOUS SNACKS



SUPPORTING MEAL PREPARATION



PROMOTING MEAL TIMES

Continuous Improvement

Enhancing Communication Channels: Improving Client-Staff Interaction

At Magical Care, we are dedicated to continuously improving our services to better meet the needs of our clients. This month, following our focus on therapeutic communication last month, we are expanding our focus to enhance communication channels to foster stronger client-staff interactions and improve overall service delivery.

- **Implementation of New Communication Tools:**
We have introduced new communication tools, including secure messaging platforms and communication apps. These tools enable seamless and efficient communication between clients and staff, ensuring timely responses to inquiries and concerns.
- **Training on Effective Communication:**
Our staff have participated in training sessions focused on effective communication strategies. These sessions cover active listening, empathetic communication, and clear articulation of care plans. By enhancing these skills, we aim to improve understanding and strengthen relationships with our clients.
- **Feedback Mechanism:**
To continuously assess our communication effectiveness, we have implemented robust feedback mechanisms. Your input helps us identify areas for improvement and ensures that we tailor our communication approach to better serve you.
- **Integration with Care Plans:**
Improved communication practices are now integrated into our personalized care plans for each client. This integration enhances care coordination and ensures that your needs and preferences are communicated effectively within our team.
- **Measuring Success:**
We are measuring the success of these improvements through client satisfaction surveys and analysis of response times. Your feedback and the data gathered enable us to gauge our progress and make informed adjustments to further enhance our services.
- **Future Steps:**
Looking ahead, we remain committed to sustaining these improvements and exploring additional ways to enhance communication channels. Your continued feedback and collaboration are invaluable as we strive to deliver exceptional care and support.

Thank you for being a part of our journey towards continuous improvement. Together, we are making a positive difference in the lives of our clients and ensuring that Magical Care remains a trusted partner in your care journey.



Announcements

- SIL shift changes with staff ratio to meet strictly to the Roster of Care tailored for every resident. This change ensures that each resident receives the highest level of care and support, aligning with our commitment to quality and safety.
- Our SIL houses in Mount Waverley has finished its major renovation. The house is now having the high physical support SDA standard, easily wheelchair accessible.
- We would like to inform our community about the latest updates in the NDIS Price Guide. These changes are aimed at enhancing our service offerings and ensuring that we continue to deliver comprehensive support to our participants.
- We are pleased to announce that Magical Care has implemented a wage increase for our support workers and nurses in accordance with the SCHADS Award and Nurse Award. Effective 1 July 2024, as always, we are paying a higher rate to ensure that our dedicated team members receive fair and competitive compensation for their hard work and commitment to our clients.
- Day to day management, office staff are responsible for checking the shift attendances and progress notes every day. It's crucial for staff to clock in and clock out on time. We are committed to each minute of our clients' NDIS funding plans, ensuring they receive the utmost value and support.
- We are using mobile phones for clock in and out, doing progress notes. But using mobile phone for personal use is against our policy, it is strictly refrained.
- Clients and staff's confidentiality is our responsibility. Staff's phone numbers will not be shared with clients. Clients' number remains in confidential within our office. Our dedicated office staff support each shift, ensuring efficient service delivery and support.
- Our office hours have changed to 8:30am to 5pm, Monday to Friday. After hours phone number is 0451301319.

Finding & Tailoring the Best Support Workers

At Magical Care Home Care Services, we take pride in our commitment to delivering exceptional care through a team of dedicated support workers and nurses.

Ensuring we have the right individuals on board begins with a meticulous selection process designed to uphold our standards of compassion and professionalism.

We ensure that every individual who joins us upholds our core values of Empathy, Respect, Integrity, Accountability, and Innovation.

Vetting Our Applicants:

We start by thoroughly vetting each applicant to ensure they meet our rigorous criteria. This includes comprehensive background checks and detailed reference inquiries to assess their skills, reliability, and alignment with our values.

In-Depth In-Person Induction:

Once selected, our support workers undergo a detailed in-person induction tailored to our exacting standards. This training covers everything from our mission and service expectations to specific care protocols, policies and safety procedures.



EVERYONE UPHOLDS OUR VALUES

Key contributions of our support workers:

Our qualified disability support workers with Magical Care serve our NDIS participants and our home care clients with a kind heart, encompassing our values. A minimum of Certificate III in Individual Support or Certificate IV in ageing support or equivalent is required. We work as a team to safeguard and support our participants to achieve their desired life goals.



MAGICAL CARE STAFF

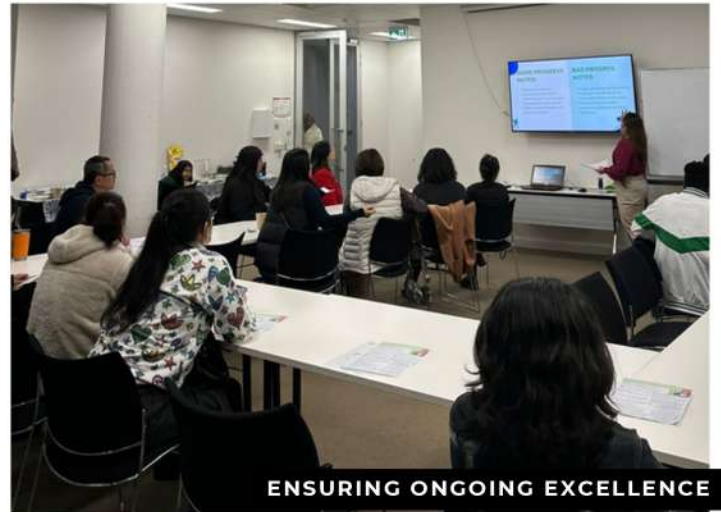
During the induction, we focus on:

- **Quality of Care:** Emphasising compassionate interaction, adherence to care plans, and maintaining dignity and respect.
- **Procedural Training:** Ensuring familiarity with operational protocols and compliance requirements.
- **Client-Specific Needs:** Providing specialised training as needed to meet the unique requirements of our clients.

Ensuring Ongoing Excellence

Our commitment to quality doesn't stop after induction. We continuously monitor performance through regular supervision, client feedback, and opportunities for professional development. This ensures our support workers remain capable and motivated to provide exceptional care.

By investing in a thorough recruitment process, comprehensive training, and ongoing support, Magical Care Services ensures that every support worker exemplifies our dedication to excellence.



ENSURING ONGOING EXCELLENCE

MAGICAL CARE and the workers are committed to follow NDIS Code of Conduct as below:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

SIL Houses- All listings available now via Housing Hub!

Alderford Drive, Wantirna, Victoria, 3152

A fully accessible 4-bedroom house located just moments away from Westfield Knox Shopping Centre is now available for rent.

Recently renovated, this spacious residence is designed to accommodate 3 NDIS participants. Boasting a prime location near Templeton Primary, Wantirna College, The Knox School, Westfield Knox Shopping Centre, Studfield shops, bus stops, recreational reserves, and EastLink, this property offers a blend of style and convenience. The house features 3 accessible bedrooms with wide door frames, ramps, and spacious wheelchair-friendly bathrooms. Additionally, an alfresco deck and a generously sized backyard provide an ideal space for both entertainment and relaxation, ensuring a welcoming and inclusive outdoor environment.



Marianne Way, Mount Waverly, Victoria, 3149

An exquisite 4-bedroom residence, fully wheelchair accessible, is seeking three occupants for immediate occupancy.

This elegant house boasts 4 bedrooms, 3 toilets, and 2 bathrooms, all adorned with new furnishings. Noteworthy features include a generously sized master bedroom with a recently refurbished ensuite, offering unparalleled comfort. The property meets SDA accessibility standards with door frames at 950 mm wide, inclusive ramps, and an alfresco area leading to a spacious backyard, providing a luxurious retreat.

Managed under the attentive supervision of Magical Care, an NDIS SIL provider, residents will relish freshly prepared meals tailored to their preferences at each dining occasion. Upholding the same exceptional standards as our other SIL residences, we ensure residents benefit from superior care and services, fostering a comfortable and supportive living environment. This remarkable property awaits its new residents.



June Gallery



PREPARING DELICIOUS MEALS



OUT AND ABOUT



AT THE PARK



ENJOYING TIME IN COMMUNAL AREAS



VISITING THE LOCAL FARM



PROVIDING GOOD WILL CARE WHILST CLIENT IN HOSPITAL. 2 WEEKS FREE OF CHARGE!



JETERLY'S BIRTHDAY



TEAM MEAL



DEBBIE'S BIRTHDAY



OUT IN THE COMMUNITY



ADMIRING LOCAL ART

Thank you for reading!

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