

Monthly Newsletter

MAGICAL CARE HOME CARE SERVICES

August 2024

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

Welcome to the August edition of the Magical Care Newsletter!

As winter continues to bring us lots of rain and a cosy chill to our days, we're excited to share the latest updates and stories from our community.

This month, we've been focusing on refining our nursing assessments in collaboration with our homecare providers. Our aim is to ensure that each assessment is as comprehensive and compassionate as possible, reflecting our commitment to delivering exceptional care. If further assessments are required, please continue to send through referrals as our Registered Nurses bookings fill up quickly.

Our educational efforts this month have focused on complex care areas such as enteral feeding and dementia care. By enhancing our understanding, our knowledge and skill set grows. We continue to improve the quality of care and support we offer to those in need.

Even in the cooler months, we believe in the importance of staying active and engaged. This issue highlights how we're integrating dynamic activities into our clients' lives and supporting their involvement in the community.

We're also delighted to announce that we've begun welcoming new residents into two of our Supported Independent Living (SIL) properties. This is a process in which we ensure that therapeutic relationships are built and that the SIL team is honed in to ensure round the clock care. As they join our community, we're dedicated to creating a warm and engaging environment that promotes active living and well-being.

Warmest regards,

Magical Care

In this newsletter you can expect:

Updates

Educational Focus:
Enteral Feeding & Dementia Care: An Overview

Achievements & Announcements

Continuous Improvement

Social Connections



Your Health is Our Priority!

Dedicated Nursing Care Services.







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Our Values: Empathy Respect Integrity Accountability Innovation

Achievements from August!

- This month, we have seen a notable increase in staff participation in our staff performance catch ups with 28 staff discussing their goals, work performance and areas in which Magical Care can provide support to innovate. This catch up allows us to gain an early understanding of areas where growth is required to ensure that clients services standards are maintained and that every person represents our core values. Magical Care ensures that each support worker has been involved in a catch up quarterly for active and open communication for increased staff and client satisfaction.
- After a challenging three weeks of being bedbound due to illness and a hospital stay, Rita has made a remarkable recovery with the dedicated support of Magical Care. Thanks to our team's encouragement flexibility, Rita has regained her vibrant personality and is now actively mobilising with the aid of a four-wheel frame. This positive turnaround not only reflects her resilience but also highlights the impact of our supportive approach in helping individuals reclaim their independence and well-being. We are incredibly proud of Rita's progress and are honoured to have played a role in her journey back to health.
- We celebrate Gareth's progress and the strengthening of his relationships with others as he successfully navigates a transition in his support team. With his long-term support worker on leave, Gareth has been introduced to new team members who have seamlessly stepped into their roles. Through our careful and supportive approach, Gareth has not only adapted to this change but has also built stronger bonds of trust with his new support workers. We are immensely proud of how Gareth has embraced this transition, demonstrating resilience and openness. Highlighting the effectiveness of our care and reinforces our commitment to our clients.
- We are particularly proud of our achievements in staff education, with a focused effort on dementia care and enteral feeding. By closing the knowledge gaps in these critical areas, we are ensuring that our clients receive the most tailored and effective support possible. This enhanced expertise allows our support workers to deliver care that is compassionate and responsive to each client's needs, ultimately improving their overall quality of life and well being.

Education Focus: Enteral Feeding

Enteral feeding is the delivery of liquid nutritional support through a tube inserted into the gastrointestinal tract. Most commonly Nasal Gastric [NG] or Percutaneous Endoscopic Gastrostomy (PEG). It is used for clients who are unable to meet their nutritional requirements through oral intake or to complement oral intake.

At Magical Care, our training program for support workers involves both theoretical and practical knowledge. For those support workers involved in enteral feeding, Magical Care has meticulously designed to comply with the National Disability Insurance Scheme (NDIS) standards.

Under these standards, NDIS providers must meet the following quality indicators:

- Participants are enabled to participate in the assessment and development of an enteral feeding and management plan. This plan identifies possible risks, incidents and emergencies, and what actions need to be taken to manage these situations, including the escalation of care, if necessary. The participant's health status is reviewed regularly (with their consent)
- Workers providing enteral feeding support are informed by appropriate policies, procedures and training plans
- Workers providing enteral feeding support have received all necessary training from a qualified health practitioner or another appropriately qualified individual.

The training begins with a thorough introduction to the NDIS practice standards, which focus on delivering safe, respectful, and person-centered care. Our curriculum covers key areas such as understanding individual needs, maintaining privacy and dignity, and ensuring informed consent. We emphasise the importance of adhering to NDIS guidelines, which mandate best practices in health and safety, including infection control, accurate documentation, and proper handling of enteral feeding equipment. Magical Care workers must understand the types of enteral feeding we provide and how we assist in enteral feedings, from preparations to procedures to caring for enteral feeding sites, equipment and documentation.



ENTERAL FEEDING

In addition to theoretical knowledge, our support workers undergo extensive practical training and competency assessments and evaluations are integral to our training process, ensuring that each support worker meets the required competency levels. We also provide ongoing professional development opportunities and refreshers to keep our team updated with the latest NDIS standards and best practices. This comprehensive approach guarantees that our support workers deliver high-quality care that aligns with NDIS requirements and upholds the highest standards of safety and efficacy.

Scope of Practice for our Support Workers:

- Follow personal hygiene and infection control procedures
- Confirm need and consent for enteral feeding
- Introduce food via tube according to plan; monitor rate and flow of feeding and take appropriate action to adjust if required
- Keep stoma area clean and monitor and report signs of infection; check that the tube is correctly positioned
- Monitor equipment operation
- Follow procedures to respond to malfunction e.g. blockages
- Follow procedures to document a request to review mealtime plan where required
- Liaise with health practitioners to explain/demonstrate requirements (e.g. hospital staff), recognise and respond to symptoms that could require health intervention e.g. reflux, unexpected weight gain or loss, dehydration, allergic reaction, poor chest health.

This month we have had 11 staff members at Magical Care participated in education related to enteral feeding.

Comprehensive Dementia Care: An Overview

At Magical Care, the commitment to providing exceptional support to individuals living with dementia remains steadfast. Dementia, an umbrella term encompassing a range of symptoms stemming from various brain disorders, necessitates a comprehensive and empathetic care approach. Additionally to our general services offered is a dedication to understanding and addressing the distinct requirements of each individual- especially in regards to Dementia Care.

Understanding Dementia:

Dementia is not a singular ailment but a collection of symptoms arising from diverse underlying conditions, including Alzheimer's disease, vascular dementia, and Lewy body dementias. These conditions manifest in unique ways affecting memory, cognition, mood, and behaviour. Characterised by progressive memory loss, changes in memory, thinking and reasoning skills.

While dementia predominantly affects individuals aged 65 and older, it can also impact individuals at any stage of life.

Effective Dementia Care Strategies:

- **Comprehensive Assessments:** Thorough evaluations are conducted to grasp the specific needs and hurdles faced by each individual, encompassing cognitive functions, medical background, and personal choices.
- **Clear Communication:** Staff members undergo training in effective communication methods, emphasising simple language, concise sentences, and visual aids to foster trust and minimise distress for individuals with dementia.
- **Supportive Environments:** Establishing safe and comfortable living spaces is paramount. Magical Care reduces potential risks through removing competing noises like TV and radio and ensuring a nurturing setting conducive to well-being and safety.
- **Behaviour Management:** We ensure staff members can identify triggers and apply de-escalation techniques such as breaking down a big task into smaller step-by-step tasks.



Remain calm

Respond to their feelings

Reassure the person

Remove yourself momentarily - if appropriate

Return later

Re-engage with the person



A Dementia-Friendly Community is friendly for everyone.

Join the movement and start creating your Dementia-Friendly Community.

Dementia Action Week



16-22 September 2024



#DementiaActionWeek

- **Appropriate Activities:** A diverse array of activities is offered to engage individuals based on their interests and capabilities. Engagements like reminiscence therapy, music sessions, and interactive projects aim to boost cognitive abilities and emotional well-being.
- **Family and Caregiver Collaboration:** Acknowledging the pivotal role of families and caregivers, Magical Care provides guidance, resources, and emotional support to protect the safety of those within the community of dementia care.

Magical Care adopts a person-centered care model to deliver Dementia support. This approach involves crafting individualised care plans that account for personal history, preferences, and current capabilities. We ensure that care strategies remain responsive to the evolving needs of our clients. This is enforced through regular care team meetings and comprehensive assessments and effective communication with family and allied support, supportive environments, and ongoing staff training. Enquiring support workers skill set is up to date and accurate information from collaboration with trained behaviour therapists and resources from Dementia Australia.

For more information and resources, please refer to Dementia Australia. <https://www.dementia.org.au/>

Or alternatively call the National Dementia Support 24 hour helpline. Ph: 1800 100 500

Social Connections

As a provider, we engage in social activities with our clients. This month we have assisted a client in making a meaningful connection with others through online presence in social networking. This client had been experiencing a low mood for some time and since engaging online with the assistance of his support worker in the online interactive game, Roblox. This client has been reporting to be feeling much happier in their mental state. They report to enjoy the experience that this online social platform.

We love the feedback that we have received and encourage others, with clients permission to connect with them online through Roblox, using the following friend code: fusuy025



Social outings are important for our NDIS and SIL residents. This month we ventured out to Meat and Wine Co for a lavish luncheon socialising with friends. Just look at how happy our resident is (above) with their fine dining experience.

Continuous Improvement

This month, our innovation focus was on responsive communication channels, in line with the NDIS Quality and Safeguards Commission's standards. We have implemented the use of secure online messaging platforms for our high-acuity client teams to facilitate active, participant-centered communication. This platform enables prompt responsiveness between team members, enhancing the coordination and quality of care provided to our participants.

To ensure the highest standards of confidentiality and security, the platform is compliant with privacy regulations, ensuring that sensitive information is shared and accessed only by authorized personnel. Our streamlined communication process includes the use of photos and effective handover techniques to provide comprehensive and timely updates on each participant's care.

We are committed to continuous improvement and are measuring success through participation levels within client teams, which have already shown a positive uptake from our staff. Regular audits and feedback sessions are being conducted to ensure the platform remains effective, and any emerging issues are addressed promptly. This initiative not only supports responsive service delivery but also reinforces our dedication to high-quality, person-centered care, as outlined in the NDIS Practice Standards.

This initiative aligns with key NDIS Practice Standards:

1. Provision of Supports: Enhancing communication ensures that supports are delivered consistently and tailored to individual needs, improving the quality of care.
2. Communication with Participants: Streamlined methods promote clear, timely, and participant-centered interactions, allowing for active engagement in care decisions.
3. Privacy and Dignity: Secure messaging ensures sensitive information is handled confidentially, respecting participants' dignity and privacy.
4. Feedback and Complaints Management: Monitoring participation and staff feedback fosters continuous improvement, addressing issues promptly to enhance care quality.
5. Human Resource Management: This platform supports staff in delivering coordinated care, improving their competence and confidence.

By focusing on responsive communication, we are actively meeting NDIS Practice Standards to ensure high-quality, safe, and participant-focused care.



August Gallery



FUN IN BUILDING CONNECTIONS



EMBRACING CREATIVITY THROUGH NATURE



VISITING OUT CLIENT IN HOSPITAL



HAPPY BIRTHDAY - WISHING YOU A YEAR OF JOY & HAPPINESS AHEAD



UNLIKELY FRIENDSHIPS



HAPPY BIRTHDAY FROM MAGICAL FAMILY



EXERCISE AT HOME



VISITING OUT CLIENT IN HOSPITAL



I BEGAN TO WALK AGAIN



ENJOYING A WALK WITH MY CARER



BIRTHDAY CELEBRATION



SIL STAFF MAKING DUMPLINGS AT WORK



HAND MADE DUMPLINGS



SIL HOMEMADE SNACKS



OFFICE TEAM MEAL



FIRST CLIENT ENJOYING HIS NEW SIL HOME



"I LOVE MY NEW HOME"

Thank you for reading!

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