

Monthly Newsletter



MAGICAL CARE HOME CARE SERVICES

September 2024



BIRTHDAY GIFT FROM OUR TALENTED STAFF MEMBER

In this newsletter you can expect:

Updates

Achievements & Announcements

Continuous Improvement

Social Connections

Here's what has happened in the last month and what's to come!

Welcome to the September edition of the Magical Care Newsletter!

As spring graces us with its mix of sunshine and rain, we are excited to bring you the latest updates, inspiring success stories, and heart warming moments from the Magical Care community. It's been a month full of achievements, and we're eager to share all the wonderful things happening in our homes and services.

This month, we are proud to celebrate several key milestones, starting with the smooth transition of two new residents into our Wantirna SIL house. The Wantirna SIL home is a vibrant, all-female residence, where care and companionship flourish. With the support of our capable, kind, and caring female support workers, and an amazing team leader at the helm, the home is running like clockwork.

The result? Days filled with laughter, activities, and the warm feeling of community that Magical Care strives to create in every home. We're excited to watch these residents thrive in their new environment.

Beyond that, we've witnessed remarkable progress in client health and mobility, thanks to personalized care plans, physiotherapy, and regular nursing support. Many clients have experienced transformative gains, including improved mobility and impressive healing in complex wounds. These holistic improvements in physical health and independence showcase the heart and dedication of our staff, making this work so rewarding.

Warmest Regards,

Our Values: Empathy Respect Integrity Accountability Innovation

Diabetic Management Training

This month, we are also excited to announce the successful completion of diabetic management training for 8 staff members, focusing on essential competencies:

Blood Glucose Level (BGL) Monitoring:

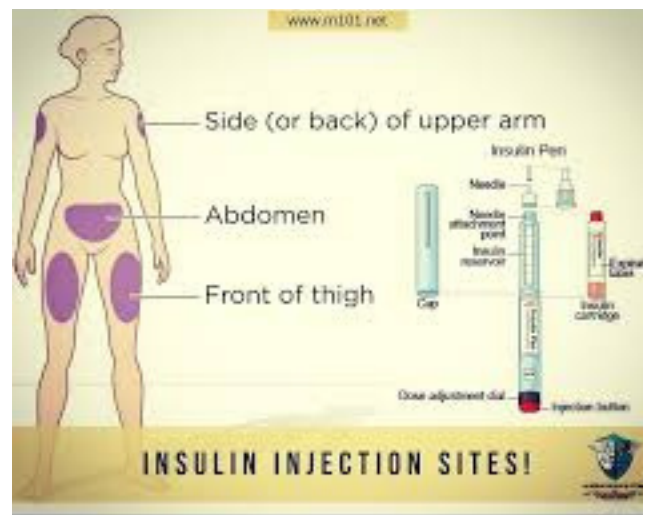
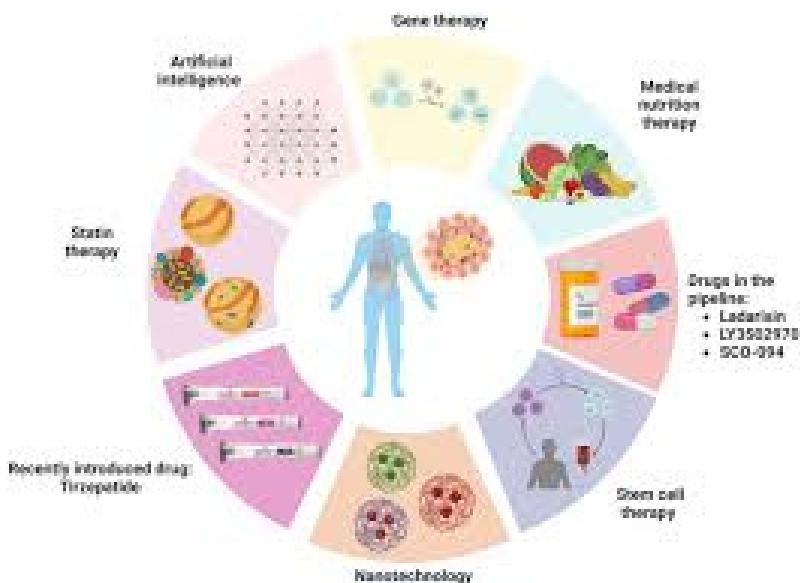
- o Process: Staff are trained to use a glucometer to check a participant's blood glucose levels. This involves:
 - i. Preparation: Gathering the necessary equipment, including the glucometer, test strips, and a lancet device.
 - ii. Hand Hygiene: Ensuring hands are clean before and after the procedure to prevent infection.
 - iii. Blood Sample Collection: Using the lancet to obtain a small drop of blood from the participant's fingertip.
 - iv. Testing: Placing the blood sample on the test strip inserted in the glucometer and waiting for the result.
 - v. Documentation: Recording the BGL reading and any relevant observations to inform care planning.

Administering Insulin:

- o Process: Staff are trained in the safe and effective administration of subcutaneous insulin injections. This includes:
 - i. Preparation: Ensuring the correct type and dosage of insulin, checking expiration dates, and gathering necessary supplies (syringes, alcohol wipes, etc.).
 - ii. Hand Hygiene: Cleaning hands thoroughly before preparing and administering the injection.
 - iii. Site Selection: Identifying appropriate injection sites (e.g., abdomen, thigh) and rotating sites to prevent tissue damage.
 - iv. Administration:
 - Pinching the skin to create a fold.
 - Inserting the needle at the correct angle (usually 90 degrees) and injecting the insulin slowly.
 - Withdrawing the needle and applying gentle pressure with a cotton ball or gauze.
 - v. Post-Administration Care: Disposing of needles safely, documenting the injection, and monitoring for any immediate reactions.

Managing Hyperglycemia and Hypoglycemia:

- o Hyperglycemia (High Blood Sugar):
 - Recognition: Symptoms may include excessive thirst, frequent urination, fatigue, and blurred vision.
 - Management: Staff are trained to assist participants in following their care plan, which may include administering extra insulin as directed by their healthcare provider, encouraging fluid intake, and monitoring blood sugar levels regularly.
- o Hypoglycemia (Low Blood Sugar):
 - Recognition: Symptoms may include shakiness, sweating, confusion, irritability, and weakness.
 - Management: Staff are equipped to respond quickly by providing fast-acting carbohydrates (like glucose tablets, juice, or candy) to the participant, followed by monitoring their condition and BGL until they stabilize.



Role of Registered Nurses (RNs) in Diabetic Management

In our Supported Independent Living (SIL) house, Registered Nurses play a vital role in the management of diabetes. Their responsibilities include:

- Comprehensive Assessments: RNs conduct detailed assessments of participants' health, including reviewing their diabetes management plans and making necessary adjustments.
- Education and Support: They provide education to both staff and participants on diabetes management, ensuring everyone understands how to monitor BGLs, recognize symptoms of hyperglycemia and hypoglycemia, and administer insulin safely.
- Care Coordination: RNs coordinate care with other healthcare providers, ensuring that all aspects of a participant's health are considered and managed effectively.
- Emergency Response: In the event of a diabetic emergency, RNs are trained to respond quickly and effectively, ensuring the safety and wellbeing of participants.

By investing in these educational initiatives and emphasizing the role of RNs, Magical Care continues to uphold our commitment to high-quality, compassionate care. We look forward to sharing more updates on our training efforts in the future!

Continuous Improvement from the Month of September

Medication storage

At Magical Care, our medication storage and management practices ensure participant safety and comply with the NDIS Practice Standards.

Secure Storage: All medications are locked in secure cabinets. Access is limited to authorized staff, in line with the NDIS Provision of Supports Environment Standard.

Dangerous Drugs (DDs): Schedule 8 controlled drugs are stored in double-locked, tamper-resistant cabinets. We maintain strict logs for administration and perform regular audits, complying with the NDIS Safe Environment Standard.

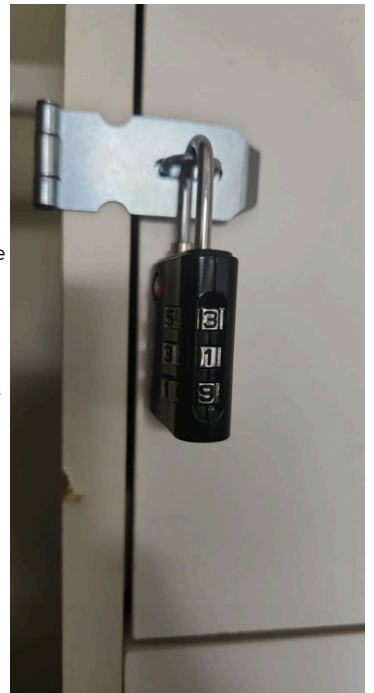
Medication Monitoring: Medications are administered according to each participant's care plan. Side effects are monitored, and any errors are reported promptly, following the NDIS Incident Management Framework.

Storage Conditions: Medications are stored under appropriate conditions, including refrigeration where needed, ensuring compliance with the NDIS High-Intensity Daily Personal Activities Standard.

Disposal: Expired or unused medications are safely disposed of by authorized staff, in line with NDIS Medication Management Standards.

Participant Involvement: Where appropriate, participants are supported in managing their own medications, in alignment with the NDIS Rights and Responsibilities Standard.

Reporting: All incidents and health concerns are promptly communicated to participants' next of kin or POA, in accordance with NDIS Incident Management Standards.



Efficient Client Admission Program

This month, we are highlighting our commitment to an efficient client admission process. Our goal is to ensure a seamless experience for all our NDIS participants. Here's how we are achieving this:

1. Initial Assessment

We begin with a thorough initial assessment to understand each participant's unique needs and goals. This foundational step allows us to tailor our support effectively.

2. Client Choice and Control

We prioritise giving participants a voice in their care. By involving you in discussions about your preferences, we ensure that your support aligns with your personal goals and choices.

3. Collaboration with Multidisciplinary Teams

Our dedicated multidisciplinary team meets regularly to collaborate on care plans. This teamwork brings together various expertise to create holistic support strategies for each individual.

4. Personalised Care Plans

Based on our assessments, we develop individualised care plans that reflect your specific needs. These plans are flexible and can be adjusted as your circumstances change.

5. Risk Assessment

Safety is our top priority. We conduct comprehensive risk assessments to identify and address potential hazards, ensuring a secure environment for everyone.

6. Occupational Health and Safety (OHS) Considerations

We are committed to maintaining high standards of OHS. Regular evaluations help us create a safe workplace for both participants and staff.

Linked NDIS Standards

Our efficient admission process aligns with several NDIS standards, including participant rights, provider capacity, individual outcomes, and feedback mechanisms.

At Magical Care, we understand that timely support is crucial for our participants. We are proud to share our commitment to quick response times across all service requests:

Rapid Response for Service Requests:

All Service Requests: We guarantee a response within 1 hour. Your needs are our priority, and we aim to address them promptly.

Instant Services

Domestic Support, Cleaning, and Gardening: For these services, we can arrange support instantly. Whether it's tidying up your home or maintaining your garden, we're here to help without delay.

Complex Care Support

For complex care needs, we strive to complete all assessments and develop a comprehensive care plan within 2 days. Our goal is to ensure you receive the tailored support you need as quickly as possible.

Supported Independent Living (SIL) Admission

For SIL admissions, we endeavour to complete the entire intake program, house fitting, assessment, care plan, and client matching program and staff training within 5 days. We recognize the importance of a smooth transition and work diligently to make this process efficient.

We are dedicated to providing high-quality and timely support to all our participants. Thank you for choosing Magical Care!



Embracing Nature during Social Outings

At Magical Care, we recognize the profound impact that social outings and a connection with nature can have on our clients' overall well-being. Engaging in social activities, particularly those that allow individuals to immerse themselves in the beauty of the natural world, offers a multitude of benefits that enrich lives in meaningful ways.

The Healing Power of Nature & Physical Activity

Embracing nature is not just enjoyable; it is also beneficial for mental and physical health. Studies have shown that spending time outdoors can reduce stress, lower anxiety, and improve mood. The sights, sounds, and smells of nature create a calming atmosphere that can rejuvenate the spirit. For our clients, activities like walking, drawing and picnics in the park, or simply enjoying the fresh air can have a restorative effect, leading to greater happiness and peace of mind.

Moreover, staying active is essential for many of our clients, helping them maintain independence and health. By combining the healing benefits of nature with movement, we create opportunities for our clients to enhance both their physical and emotional well-being, all while enjoying the company of others.

Cultivating Mindfulness and Appreciation

Nature outings also encourage mindfulness, as clients can engage their senses and be present in the moment. Observing the beauty of flowers, listening to birdsong, or feeling the breeze on their skin can cultivate a deep appreciation for the world around them. This mindfulness can enhance emotional regulation and reduce negative thoughts, promoting a more positive outlook on life.

Building Confidence and Independence

Participating in social outings in natural settings allows NDIS and SIL residents to build confidence in their mobility and social skills. Whether navigating a nature trail or joining a group activity, these experiences empower clients to step outside their comfort zones. With the support of our caring staff, clients learn to trust their abilities and gain the confidence to explore new environments and meet new people.

In conclusion, at Magical Care, we wholeheartedly embrace the importance of social outings and the beauty of nature. By encouraging our clients to engage in these enriching activities, we create a vibrant community that nurtures emotional and physical health. Together, we celebrate the joy of connection, the healing power of nature, and the transformative benefits of living fully in each moment.



Achievement from September

"This month, we've also seen a notable increase in the rapport between our support workers and clients, which has been truly heartening. Our dedicated team has been working hard to foster strong relationships built on trust and open communication. Clients now actively provide feedback and share their experiences, creating a two-way dialogue that enriches the care we provide. Support workers have been actively engaging with clients, encouraging them to express their thoughts, preferences, and suggestions, which not only empowers them but also helps our team tailor services to better meet their needs."



I LOVE YOUR GIFT



WE ARE HAVING KFC TOGETHER

"We are thrilled to share that Lisa has made remarkable strides in achieving her mobility goals since her discharge. With the dedicated assistance of our support workers, regular physiotherapy sessions, and tailored interventions, she has experienced significant improvements in her mobility. Through personalised exercise routines and consistent encouragement from our team, Lisa has not only regained her strength but has also built the confidence to move more freely and independently. It's been inspiring to witness her determination and progress, and we're proud to support her on this journey. Lisa's success story is a shining example of the positive impact that our holistic approach to care can have on the lives of our clients."

"At Magical Care, we believe that exceptional care begins with a solid foundation. Our robust management system is designed not only to meet NDIS standards but also to enhance the quality of care we provide to our participants.

For instance, when we welcomed a new client, Mike, who requires full support for meal preparation and daily activities, our team swiftly implemented our structured care management process. This included: Our nurse conducted a comprehensive assessment of Matthew's needs, preferences, and routines to develop a tailored care plan.

We engaged with Mike and his family to ensure the care plan reflected their goals. This collaboration empowered them and built trust in our services.

A team of trained support workers was assigned to Matthew, ensuring continuity of care. Each worker was briefed on his specific requirements and preferences.

We do real-time monitoring by utilising our group chat, support workers shared daily notes on Matthew's progress, any challenges encountered, and updates on care routines. This communication facilitated immediate adjustments and consistent quality of care.

Weekly meetings were held between the nursing supervisor, SIL team leader, and support workers to discuss Mike's progress and make any necessary modifications to the care plan.

As a result of this robust management system, Mike has not only experienced improved independence but has also expressed greater satisfaction with his care. His family has praised our team's responsiveness and the seamless coordination of services.

Our commitment to maintaining these high standards ensures that every participant is satisfied by choosing Magical Care."

"We are thrilled to share a heartwarming update about Joseph, a cherished member of the Magical Care family. Joseph, who has been living with a palliative wound, has experienced remarkable progress. Against all odds, his wound is getting smaller and healing—a true miracle! This achievement is a testament to the power of compassionate care and the expertise of our nursing team. Joseph's journey inspires us all, and we are overjoyed to witness his improved quality of life. This story would make a great feature to highlight the impact of quality care. What do you think?"



Dedicated Nursing Services
for Enhanced Comfort and Health

September Gallery



SOCIAL OUTINGS WITH BATMAN



CELEBRATING BIRTHDAY IN SIL HOUSE



NUTRIOUS BREAKFAST



BREAKY IN SIL HOUSE



SILLY FACES



ENJOYING LUNCH AND TELEVISION



HOMEMADE MEALS



OMELETTE BREAKFAST



BIRTHDAY DECORATION AT SIL HOUSE



A PRETTY HEARTY GIRL



HOMEMADE DIMSIMS

A NEW CHAPTER BEGINS: SETTLING INTO LIFE AT OUR WANTIRNA SIL HOUSE



We are excited to share that our SIL house is now home to two lovely residents who have settled in beautifully and are bonding well. Their companionship and shared experiences are creating a warm and supportive environment where everyone feels at home.

Our SIL house provides a welcoming and fully accessible living space that fosters independence, while ensuring all necessary supports are in place. With 24/7 care, a nurturing community, and a strong focus on quality of life, our residents are thriving.

Our third resident is joining this wonderful home! This is a perfect opportunity for someone seeking a safe, friendly, and inclusive environment where individual needs are met, and friendships flourish. The house offers spacious rooms, fresh meals, and all utilities included, alongside tailored supports to suit each resident's care plan.



Thank you for reading!

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