



October 2020

Quality in Care: What does it mean for you in Home Care ?

There are many Home Care providers in the Australian market. In the latest Home Care data quarterly report, published by the govt in July 2020, there are 922 Home Care providers in Australia. Each provider will have different methods and model of operating their services. At ANHF, we are committed to our Model of Care. As an experienced, culturally specific aged care provider with over 40 years of caring for older Australians, we are aware of what "Quality in Care means.

You can read more about ANHF model of care on our website <https://www.anhf.org.au/about-us/how-we-care/>

How does the model of care translate to Quality in Care?

What does 'Quality in Care' mean for you from a consumer's perspective as well as a service provider's perspective in a deregulated home care market? (Please refer to the table.)



Scenario 1 – Allied health and traditional Chinese medicine practices (TCM)

Under Home Care packages program operational guideline, the Home Care package funds can be used to pay for the services/treatment from the practitioner (not any medicines or herbal prescribed). The support required must relate to assessed care needs in the care plan and not be an excluded item. Once your care needs are known/assessed, ANHF Home Care will engage with the relevant organisation/individual to deliver the service.

Consumer's perspective	Provider's perspective
Meets my needs	Care plan goals realistic
Affordable	Real cost. No hidden charges, Transparency in pricing
Safe	Clinical care & case management and coordination
Effective	Timely care / responsive to changing health care or needs
Cares about me	Compassionate care
Timely & responsive	Care plan goals
Reliable	All staff have police check, under ANHF supervision.
Competent	Ongoing professional development
Accountable	Our complaint system is accessible, open, responsive and transparent.
Feel good (Care experience)	Customer Service certified organisation. Compliance to ACQSC aged care standards
Healthy	Continuum of care
Service offerings	Access to a range of allied health service and goods and services based on assessed care needs which are permissible within HC operations guidelines https://www.health.gov.au/sites/default/files/documents/2020/03/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.pdf
External reference	Affiliation to aged care peak LASA, ACSA, CSIA



To satisfy the aged care compliance, a service agreement contract between ANHF Home Care and allied health / TCM practitioner has to be implemented. This provides a safeguard to consumer engaging an approved supplier to Home Care provider. Please refer to the above HC operation guidelines website or discuss with your appointed home care advisor.

Scenario 2 - Combating social isolation and connecting with families.

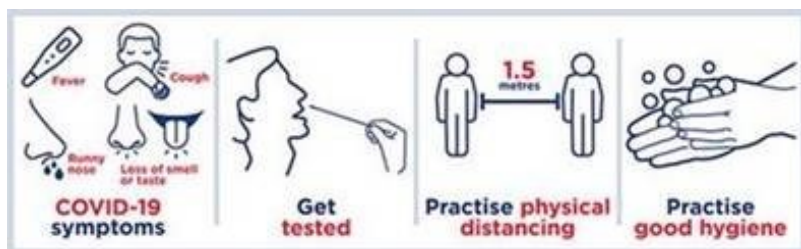
During the COVID-19 pandemic, many of us feel isolated and separated from our loved ones. Our friend and families are less able to see us. Your life "becomes a cocoon"- can't go places, enjoy life or meet up with friends. You may feel a sudden onset of sadness, angry, upset and frustrated, and a loss of freedom. If you are feeling this way, the ANHF Home Care can help you to reconnect with your friends, families and access social support hubs

online. We can explore the use of technical assistance and the right IT equipment to help you bridge the social connection. We are also in a capacity to support Seniors to be Tech Savvy.

Scenario 3 – end of life care

Have you discussed with your love ones, families and doctor, and record your wishes about treatment that you would like to have in the event of a life-threatening illness or injury and any treatments that you would refuse?

Do you have a feeling of helplessness due to your love ones deterioration in health and cognitive function in recently? ANHF home care program has a strong team including Home Care Advisor, clinical team, allied health team and governor team to support and guide you and your families to go through the difficult time with enjoying the high-quality end of life care with your families.



HELP US STAY COVID SAFE

1. Regularly check the NSW Government website for information updates, declared hotspots and follow their advice.

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#current-news-and-media-releases>

2. Download COVIDSafe App in your mobile phone, you can check in different languages at any time.

<https://www.COVIDSAFE.gov.au>

Gradual Re-opening of Seniors Wellness Centres

For the past five months, the Seniors Wellness Centres have been suspended due the COVID-19. As the situation is gradually improving, we would like to inform you that our Seniors Wellness Centres are reopening according to the following schedules:

At this stage, we are only able to accept Commonwealth Home Support Consumers into the program, due to social distancing rules and centre capacity. We will be able to welcome Home Care consumers back to the Wellness Centres when the restriction eases.

Date	Centre Name
18 th September	A Room to the World – Campsie Seniors Wellness Hub
21 st September	Stanley Hunt Seniors Wellness Centre
1 st October	Greenfield Park Seniors Wellness Centre, Chester Hill Seniors Wellness Centre, Bonnyrigg Heights Seniors Wellness Centre
October (date to be confirmed)	Eastwood Seniors Wellness Centre
October (date to be confirmed)	Hurstville Seniors Wellness Centre
November (date to be confirmed)	So Wai Seniors Wellness Centre



The Importance Of Skin Integrity As We Age

Let's talk about our largest body organ – our skin.

As we age, the skin, like every other organ in our body, begins to decline. While we don't have any way to reverse this aging process there are things that we can do to boost its functioning and help to prevent skin integrity issues, a major complication for many seniors.



What does skin do for us?

- Helps maintain proper body temperature
- Wards off infections
- Waterproof barrier that keeps moisture in and moisture out.
- Provides sensory information about our environment and injury

As the body ages, the layer of fat under the skin starts to disappear as well as the blood vessels feeding the skin with lots of oxygen. As a result, the skin becomes looser and thinner, unable to insulate us well. The most visible evidence is wrinkling and sagging of the skin. As our skin becomes thinner, it becomes vulnerable to tears and pressure sores. Open skin is an invitation to infection and discomfort.

Risks Factors:

Diabetes – It is under-diagnosed and under-treated, so make sure you are checking for it regularly with your health care provider. Diabetes causes decreased blood flow to the skin and extremities, encouraging the formation of wounds where there may be pressure points. To make matters worse, it makes the body less efficient in healing wounds, once they have developed.

Immobility - Any condition that requires someone to be in bed or confined to a wheelchair for long periods of every day will increase the need to be especially vigilant for skin problems. Daily skin checks for tears and sores are essential. Also, making sure that skin is kept clean and dry is essential. If moisture is a problem, check with your health care provider about the use of barrier creams.

Hip fracture - In otherwise healthy and active people, hip fractures can cause long periods of immo-

bility during the healing and rehabilitation process. This immobility can increase chances of developing bed sores.

Dementia - Dementia can contribute to problems with overall skin integrity due to nutritional factors. Not remembering to eat or prepare balanced meals can cause a drop in weight and nutrients essential to the maintenance of the skin. Additionally, inadequate nutrition can contribute to a higher incidence of falls (weakness from low blood sugar and not enough calories) which can open the skin and lead to infection.

Rapid weight loss - The lack of 'padding', coupled with the underlying cause for weight loss i.e. poor nutrition or disease, can be problematic for skin integrity.

Cancer - During treatment, immunity is compromised, appetite may decline, and chemotherapy can directly affect the condition of the skin. Special care should be taken to avoid a skin tear and to try to make sure that food and liquid intake is maintained as much as can be tolerated.

Smoking or history of smoking - Decreases blood supply to the skin.

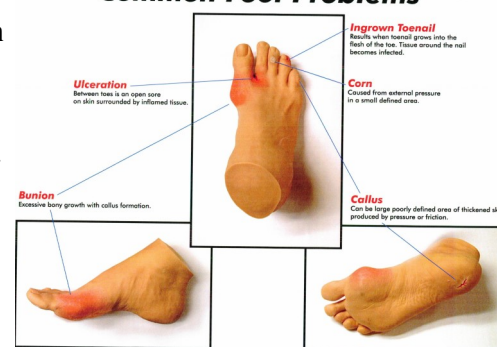
Neurological damage - This can decrease the ability to sense discomfort at pressure points that would otherwise prompt one to shift positions.

Common Foot Problems

Poor Circulation

Some medical conditions like arterial disease or stroke, diabetes, anaemia and oedema (swelling) result in poor blood circulation

and increase the risk of pressure ulcers forming in areas such as the feet and heels. When circulation is poor wounds can take longer to heal. If you are unable to feel pressure or have poor circulation, it is important that you check your skin twice a day.





How to recognise the early warning signs

Check your skin twice a day. If you are having difficulty checking your skin, ask staff to help you or to inspect it for you.

The signs to look for (especially on skin over bony areas) are:

Red / purple / blue skin
Blister
Swelling
Dryness or dry patches
Shiny areas
Cracks, calluses, wrinkles

The signs to feel for are:

- Hard areas
- Warm areas
- Swollen skin over bony points
- If you find a reddened or suspicious area on your skin, change your position and if the redness is still there after 30 to 45 minutes, try not to sit or lie down on the area for 24 hours.

Remember to let staff know if you notice any of these early warning signs.

What you can do NOW



Nutrition is one of the best defences against skin break-down.

No matter what your current health status is, making an ap-

pointment with a dietician is a great way to make sure you are getting the adequate [nutrition](#) you need to provide your skin the opportunity to keep working for you, not against you.

Nutritional factors that can help maintain skin integrity:

Stay hydrated. Eat a balanced diet that includes protein and healthy fats. Make sure you are getting enough Vitamin A, C, E, K and minerals zinc, iron and copper. You may consult your GP for more details.

Look after your body skin

- Try and keep your skin clean and dry at all times. Let staff know if your clothes or bedding are damp.
- Check your skin regularly. Use a mirror for any areas that are difficult to inspect. If you are unable to

do, our staff will inspect your skin for you as part of your skin care or pressure ulcer prevention plan.

- Use a moisturising lotion to prevent skin drying out and cracking and protect your skin from dry or cold air.
- Bathe or shower in warm (not hot) water using a mild cleanser or soap without perfumes or added dyes. Dry your skin gently to prevent further damage to the skin.
- Avoid massaging your skin over bony parts of the body.



Foot Care

- Wash your feet daily with mild soap, in luke-warm water and dry carefully between the toes.
- Keep toenails trimmed with no sharp edges.
- Shoes should never need to be broken in; they should fit properly from the start. Buy shoes in the afternoon when feet are most swollen.
- Check the insides of your shoes for stones or sharp edges before wearing them.
- Use socks or stockings with a high natural fibre content (cotton or wool) to absorb perspiration.
- See a podiatrist if assistance is required with toenails, callouses, footwear or general foot care.

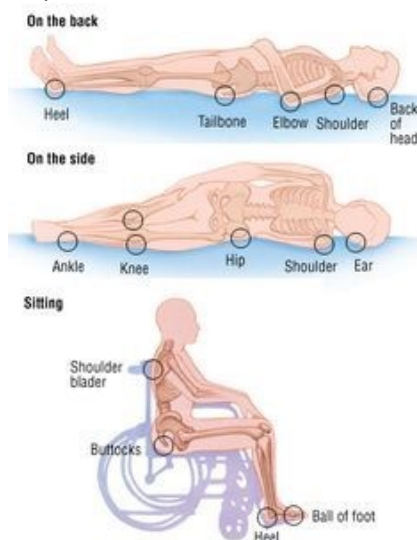
The best treatment for a pressure ulcer is the removal of all pressure from the location until it heals.

If you are bedridden, it is important to have proper nursing care, regular turning and repositioning, with the support surface or equipment such as hospital bed and air-mattress at a minimum of every 2 hours to prevent pressure over the bony areas of the body.

If you have any question, our home care advisor or registered nurse can support you and/or liaise with the allied health team for help.

Source:

1. <https://www.selfgrowth.com/articles/here-s-the-skinny-the-importance-of-skin-integrity-as-we-age>
2. <http://elearn-ing.health.vic.gov.au/PressureUlcerBasics/resources/PU%20Booklet>





Australian Nursing Home Foundation

2020 年 10 月號

優質服務—對你和服務機構有甚麼意思？

家居護理服務機構充斥澳洲市場，政府在 2007 年 7 月發佈的「家居護理季度報告」已指出澳洲共有 922 間家居護理服務機構。個別機構的服務方法及模式儘管不盡相同，但澳華療養院基金經驗豐富，四十多年來為澳洲長者提供符合文化需要的高齡護理機構，我們很清楚「優質護理」是甚麼意思。

請瀏覽我們的網址查閱基金護理模式的詳盡資料：

<https://www.anhf.org.au/about-us/how-we-care/>

護理模式怎樣轉化為優質護理？

從你作為消費者的角度、也從我們作為服務機構的角度看來，在放寬管制的家居護理市場中，「優質護理」究竟是甚麼意思？（見右表）



情景 1 — 輔助醫療及傳統中藥治療

按「家居護理配套」營運指引，配套資助金額可以支付中醫師的服務或治療（任何處方藥物或草藥除外）。這費用必須與評估後的護理需要有關，也不可在不包括的項目內。

一經知悉/評估你的護理需要後，基金家居護理服務將聯絡有關機構/個別人士來提供服務。按高齡護理準則，基金家居護理服務及輔助醫療服務/傳統中藥治療醫師必須簽署「服務協議」，保障消費者由家居護理服務機構轉介至認可服務提供者。請瀏覽上述網址查閱家居護理營運指引或向你的家居護理顧問查詢。

消費者角度	服務機構角度
滿足我們的需要	護理計劃中的護理目的實際可行
在經濟能力範圍內	費用清晰、無隱藏收費。費用釐定透明。
安全	臨床護理、個案管理及協調
效率	關注改變中的健康護理或需要
關懷備至	真誠關顧
因應需要、服務及時	護理計劃中的護理目的
可靠	所有員工持有「無犯罪記錄證明書」及在基金督導下工作
職業技能	持續專業培訓
問責	我們有一個可以登入、開放、積極回應及透明的服務監管系統。
感覺良好（護理經驗）	基金為「優質客戶服務認證」機構、恪守「高齡護理質素及安全專署」的高齡護理準則
健康	持續護理
服務範疇	按評估後的護理需要及家居護理營運指引，提供一系列輔助醫療服務、產品及其他服務。指引詳見： https://www.health.gov.au/sites/default/files/documents/2020/03/home-care-packages-program-operational-manual-a-guide-for-home-care-providers.pdf
外界參証	基金為下列主導機構成員： 澳洲卓越高齡服務協會、澳洲高齡及社區服務聯會及澳洲客戶服務專署

情景 2 — 避免社交隔絕、與家人保持聯繫

在新冠病毒疫情期間，很多人都感到被隔絕，不能和家人往來，親友也難以探訪。生活就像「困在繭中」，無法到處走走、享受生活或見見朋友。或許你會突然感到難受、憤怒、心情低落、苦惱和失去自由。若有這些感受，基金家居護理服務可以幫助你和親友重新保持聯繫和參與線上社交幫助你建立社交橋樑，也能夠協助長者掌握資訊科技，尤其是使用電腦的能力。

情景 3 — 善終護理

你有沒有和摯愛親友和醫生談到（也記錄存檔）若自己一旦病危或因傷垂危時的意願和希望得到或拒絕的治療？

你有沒有因為摯愛親人最近健康及認知能力衰退而感到無助？基金家居護理服務的專業成員包括家居護理顧問、臨床護理團隊、輔助醫護團隊及服務質素監控團隊，我們樂意支援和協助你和你的家人在優質善終護理中共渡困境。



同心抗疫、確保安全

- 1 請定期瀏覽新州政府網址查看最新資訊、疫情熱點及依循政府指示：<https://www.nsw.gov.au/covid-19/latest-news-and-updates#current-news-and-media-releases>
- 2 在手機上下載 COVID 安全應用程式,您可隨時以不同語言進行檢查:
<https://www.COVIDSAFE.gov.au>

長者活動中心逐步重啟

由於新冠肺炎的影響，我們的長者活動中心在過去的五個月暫停活動。隨著疫情逐漸改善，我們的活動中心將按右表日期恢復活動。

由於要遵守社交接觸距離規則和活動中心場地所限，目前只能接受正使用聯邦家居支援服務的長者參與活動。待限制放寬時，我們將歡迎正使用家居配套服務的長者參與活動。

日期	中心名稱
9 月 18 日	金匙長者康怡天地 - 世界之窗
9 月 21 日	沛德活動中心
10 月 1 日	綠田園活動中心 翠庭山活動中心 伴樂園活動中心
10 月 (日期待定)	依士活長者康怡天地
10 月 (日期待定)	好思維活動中心
11 月 (日期待定)	蘇懷活動中心

長者皮膚完整性的重要性

The Importance of Skin Integrity As We Age

讓我們談談身體最大的器官 — 我們的皮膚。

踏入老年時，我們的皮膚就像身體其他器官一樣開始衰退。雖然無法逆轉這個老化過程，但也有些方法去增強皮膚功能、防止皮膚不能保持完整的問題。對許多長者來說，這是一個常見的複雜問題。

皮膚有甚麼功能？

- 幫助維持正常體溫
- 阻隔感染
- 作為一個保存體內水分、防止水分流失體外的防水屏障。
- 向我們提供周遭環境及損傷的感官資訊



身體老化時，皮下脂肪和為皮膚提供大量氧氣的血管開始漸漸減少，皮膚因此變得越來越鬆弛、越來越薄，保溫能力也變差了。最明顯的證據就是皺紋和皮膚下垂。皮膚一旦變薄，便更容易撕裂和產生褥瘡。皮膚若有傷口，便會易受感染和帶來不適的感覺。

風險因素：

- ◆ **糖尿病** — 糖尿病容易受忽略，會被診斷為病情較輕而治療不足，必須要求醫護人員定期檢查病情。糖尿病會減少血液流向皮膚和四肢，令到在可能受壓的身體部位形成傷口。傷口一旦形成，便導致身體更難自行癒合傷口的更壞情況。
- ◆ **行動困難** — 對於必須每天長時間臥床或坐輪椅的長者，便要特別關注皮膚問題。除了每天必須檢查皮膚是否有撕裂或潰瘍外，也要確保皮膚清潔乾爽。若皮膚濕度有問題，應向醫護人員查詢如何使用保濕護膚膏。

- ◆ **髖部骨折** — 對於體弱或活躍的人士來說，髖部骨折所造成的行動困難需更長時間治療和復康，出現褥瘡的機會也因此增加。

- ◆ **腦退化症** — 腦退化症會帶來營養問題，導致整體性的皮膚容易受損。忘記進食或預備營養均衡的膳食會令體重下降和減低維持皮膚健康的重要養分。營養不足也會增加跌倒的風險（體質因血糖低及卡路里不足而變弱），這些情況可以導致皮膚破裂而受感染。

- ◆ **急劇體重下降** — 缺乏「填充物」，再加上體重下降的本身因素（例如營養不良或疾病）可以導致皮膚不完整的問題。

- ◆ **癌症** — 在治療期間免疫力減低，胃口可能亦隨之下降。化學治療會直接影響皮膚情況，必須特別護理。避免皮膚撕裂，在可以容忍下盡量飲食。

- ◆ **吸烟或曾經吸烟** — 會減低皮膚的血液供應。

- ◆ **神經受損** — 會減低對受壓點痛的感覺，令患者改變體位的敏感度也降低。

- ◆ **血液循環不良** 有些醫療情況，例如動脈疾病、中風、糖尿病、貧血及水腫（腫脹）會導致血液循環不良，也會增加在身體某些部分（例如足部或腳趾）形成壓迫性潰瘍。若血液循環不良，傷口癒合便需時較長。若你不太容易感到身體某些部位受壓或有血液循環不良的問題，必須每天檢查皮膚兩次。





怎樣識別早期徵兆

每天檢查皮膚兩次 若自行檢查有困難，可要求員工幫忙或代為查看。

留意下列徵兆（尤其位於骨頭部位的皮膚）：

- ◆ 皮膚泛紅/紫/藍
- ◆ 水泡
- ◆ 腫脹
- ◆ 乾燥或乾塊
- ◆ 皮膚光澤不正常
- ◆ 破裂、厚繭、皺紋

留意下列感覺：

- ◆ 皮膚變硬
- ◆ 某些部位感到溫熱
- ◆ 骨頭突出部位的皮膚腫脹
- ◆ 若發覺皮膚某部位泛紅或出現可疑情況，便須改變體位。若三十或四十分鐘後皮膚仍然泛紅，盡量在二十四小時內不坐在或躺臥在該部位上。若察覺任何上述早期徵兆，便須通知員工。



現在可以做的事情

營養是其中一個預防皮膚破損的最好方法。

無論你現在健康狀況如何，約見營養師能有效地確保你吸收足夠的營養，讓皮膚有機會成為你的屏障而非為你帶來麻煩。

營養是維持皮膚完整的因素：

保持身體水分充足和均衡飲食，其中包括蛋白質及健康的脂肪。確保吸收足夠的維他命 A，C，E，K 及礦物質（鋅、鐵及銅）。請向家庭醫生諮詢更詳細資料。



照顧自己的皮膚

- ◆ 盡量經常保持皮膚清潔及乾爽。若衣服或床褥潮濕，便通知員工。
- ◆ 定時檢查皮膚，利用鏡子檢查難於查看的地方。若有困難，我們的員工可以幫忙，這是皮

膚護理或預防壓迫性潰瘍計劃的服務項目。

- ◆ 使用潤膚露預防皮膚乾燥和破裂，同時也保護在乾燥或寒冷空氣中的皮膚。
- ◆ 用暖水（不是熱水）浸浴或淋浴。使用沒有香料或添加色素的潔膚液或肥皂。輕輕抹乾皮膚，避免進一步令皮膚破損。
- ◆ 避免按摩位於骨頭部位的皮膚。

足部護理

- ◆ 每天用溫和肥皂及溫水清洗足部，小心地抹乾足趾間的部位。
- ◆ 修剪趾甲時，不要讓趾甲留有尖角。
- ◆ 鞋履不可緊迫，應在初穿時已大小合適。最適宜在下午足部最脹大時購買鞋履。
- ◆ 穿上鞋履前檢查鞋內是否有石子或尖銳的邊緣。
- ◆ 穿著大部分成分為天然纖維（棉或羊毛）、易於吸汗的短襪或長襪。
- ◆ 若在趾甲、厚繭、鞋履或一般足部護理的問題上需要幫助，可諮詢足部治療師。



壓迫性潰瘍的最佳治療就是除去受壓部位的壓力直至痊癒為止。

若你長期臥床，那麼適當的護理、每兩小時定時改變體位非常重要。可使用承托物或其他器材，例如醫用床及充氣床褥，防止身體骨頭部位受壓。

我們的家居護理顧問或註冊護士樂意解答你的問題，提供支援及/或聯絡輔助醫療團隊。

資料來源：1. <https://www.selfgrowth.com/articles/here-s-the-skinny-the-importance-of-skin-integrity-as-we-age>

2. <http://elearn-ing.health.vic.gov.au/PressureUlcerBasics/resources/PU%20Booklet-English.pdf>

