



## Traversing our COVIDSafe Journey

Over the last 5 months, ANHF has been careful in traversing our own COVID-19 journey, even way before Australia declared a national pandemic. ANHF management team has spent countless hours of planning, creating and improving resources, engaging our consumers and staff while working collaboratively across teams to create a COVIDSafe practice and workplace experience for all ANHF residents, consumers, volunteers and staff. While NSW is gradually easing its restrictions, ANHF is also getting our Seniors Wellness centres COVIDSafe ready for a staged resumption of services. Similarly, we are encouraged that more Home Care consumers are also resuming their care services and even seeking for more additional care and clinical services. Now it's not time to be complacent as the pandemic is far from over across the nation. However, collectively we are confident and committed to ensuring your safety and wellbeing as we work together to charter our new way of COVIDSafe home care journey.

James Lim

General Manager of Community Care

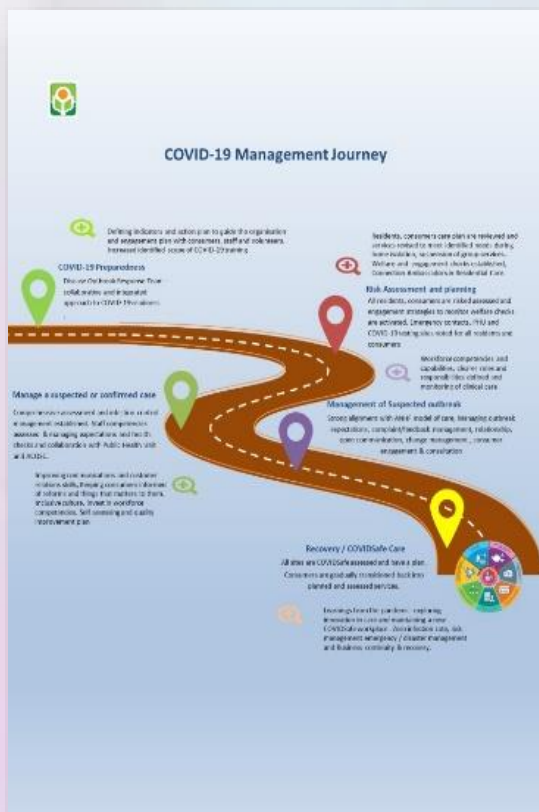


## 新冠肺炎安全抗疫之旅

在過去五個月來，澳華療養院基金早已在澳洲政府宣告疫情遍及全國前，不斷輾轉鋪排我們自己的新冠肺炎抗疫之旅。基金管理層日以繼夜地籌劃方案、創建及改善資源，在與服務對象和員工同心抗疫之時，也和各團隊緊密合作，為所有住客、服務對象、義工及職員提供安全防疫措施及優質的護理環境。我們日以繼夜地謹守崗位，守護所有服務對象。隨著新州漸漸放寬限制，基金各長者活動中心亦將按部就班漸次開放。與此同時，我們也看到愈來愈多家居護理的服務對象不但重新開始護理服務，更要求額外的護理和臨床服務。目前全國仍在疫情之下，我們當然不會沾沾自喜，反而眾志成城，有信心致力確保大家的安全和身心健康，在新冠肺炎疫情中一起同走家居護理安全之旅。

林榮忠

社區服務總經理





## Dementia Care - Carer Support

In the <Home Care Clinical Newsletter, Issue April 2020>, we have briefly explained what Dementia is, the common forms of dementia and symptoms that cause progressive damage to the brain leading to various 'changed behaviours' of those people living with dementia.

It is a very challenging role as a carer to maintain the best possible quality of life of people living with dementia. Stress is commonly experienced by all carers. Problem-solving is always on a carer's daily tasks list. Therefore, all carers have to look after themselves well or they can become physically and emotionally run down and find coping very difficult. Self-care should not be neglected. Yes, it is hard, but moving forward on the carer journey would be much easier if the carers can:

### (A) Get to know yourself

Understanding your approach in problem-solving and being aware of how stress affects your well-being is a very important initial step going for good self-care. Attached herewith the **"Carers Stress Assessment"** (Table 1) and **"Problem-solving Approach Self-Assessment"** (Table 2) can serve this purpose. Recommendations for carers to consider are provided upon completion of the assessments. This can help the carers to start taking positive actions to reduce stress, make things be more manageable and improve self-care.

### (B) Understand more about Dementia Care

- Learning more about the forms of dementia of your loved ones having, e.g. Alzheimer's disease, Vascular dementia, Dementia with Lewy bodies, Frontotemporal Lobar Degeneration (FTLD), Huntington's disease or Parkinson's disease, etc. Communicate closely with the GP, geriatricians and other health professionals about the treatment in managing the causes.
- Knowing the symptoms and those 'changed behaviours' that your loved ones have and what to expect as dementia progresses and how to manage these. The information/advice is accessible from carer support organizations, government health & aged care department and other health & dementia professionals through their websites, direct phone or in-person contact.

## 照顧腦退化症患者 --- 支援照顧者

在 2020 年 4 月份的家居服務護理通訊裏，我們簡單地談到甚麼是腦退化症（或稱「認知障礙症」）、常見類別及腦部因漸漸受損而導致患者出現「行為改變」的症狀。

對照顧者來說，幫助腦退化症患者盡量維持最好的生活質素是一個很大的挑戰。照顧者通常都備受壓力，每天也必須解決大大小小的問題，所以實在要好好地照顧自己，否則便會身心俱疲，感到難以適應。自我照顧的確不容忽視，即使知易行難，但照顧者若果能做到下面建議的事情，那麼在照顧路途上一步一部邁進時，也會輕省得多。

### (A) 認識自己

要好好地照顧自己，首要是了解自己處理問題的方法和壓力怎樣影響你的身心健康。隨著這通訊附上的「照顧者壓力評估」（表一）及「處理問題方法自我評估」（表二）是一些很好的工具。完成評估後便按其中的內容為照顧者提出建議，幫助照顧者採取積極行動來減輕壓力，讓事情變得更易於處理，也能更好地照顧自己。

### (B) 增加對腦退化症的了解

- 認識更多摯愛親人所患的腦退化症類別，例如阿爾茲海默氏症、血管性腦退化症、路易氏體腦退化症、額顳葉腦退化症、亨廷頓舞蹈症或柏金遜症等。和家庭醫生、老人科醫生及其他專業醫護人員緊密聯繫，查詢控制病情的治療方法。
- 認識摯愛親人的症狀和「行為改變」的情況，預計隨著病情惡化時可以怎樣處理。這些資料可以取自照顧者支援機構、政府健康及高齡護理部門，以及其他健康服務及腦退化症專業醫護人員的網址、直線電話或面對面直接查詢。





- There are free dementia carer education courses, e.g. Managing Changed Behaviours, Engaging People Living in Dementia in Meaningful Activity, etc. either online or face-to-face, provided by lead organizations such as Dementia Australia, Dementia Support Australia (DSA), etc. There are comprehensive help sheets in different languages available on their websites too.

*(The names and contact information of those organizations are at the end of this newsletter.)*

#### (C) Seek support from families, friends, government and funded community service providers

- You need to take a break from the caring role by getting the support from other family members or friends if possible.
- Make full use of carer respite services, e.g. seniors wellness centres and flexible respite, provided by government funded community service providers, or, Home Care Packages service and residential respite service. All government funded aged care services can be found on My Aged Care website.
- Counselling services is also provided by some organizations.
- Join support group for dementia carers, e.g. **ANHF So Wai Support Group.**

#### (D) Keep healthy diet, adequate rest, exercise and social life as far as possible

Although this seems hardly achievable, you can make this happen if you really understand keeping yourself physically and psychologically sound is the only way that your loved ones can have the best care from you.

- 一些主導機構（澳洲腦退化症協會、澳洲腦退化症支援協會等）也舉辦免費線上或面授照顧者課程，例如「處理行為改變」、「鼓勵腦退化症患者參與有意義的活動」等。他們的網址也提供內容廣泛、不同語言的資訊單張。

*(上述各機構的聯絡資料見通訊最後部分。)*

#### (C) 向家人、朋友、政府及獲得資助的服務機構尋求幫助

- 如果可能的話，請其他家庭成員或朋友幫忙，讓自己暫時放下照顧工作休息一下。
- 盡量使用照顧者暫息服務，例如由政府資助的社區機構提供的長者活動中心、彈性暫息服務、家居護理服務或院舍服務等。「我的養老服務」網址提供所有政府資助的高齡護理機構資料。
- 有些服務機構也提供輔導服務。
- 參加腦退化症患者照顧者的支持小組，例如**蘇懷支持小組**。

#### (D) 盡量維持健康飲食、充足休息、運動及社交生活

理想似乎難以實現，但如果你清楚必須保持自己身心健康才能讓摯愛親人獲得你最好的護理，便有可能做到。





<b>Carer Gateway</b> 照顧者百寶匙	<b>1800 422 737</b> Mon – Fri 星期一至五 8am-5pm	<a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
<b>Carers NSW</b> 新州照顧者協會	<b>(02) 9280 4744</b> Mon – Fri 星期一至五 9am-5pm	<a href="http://www.carersnsw.org.au">www.carersnsw.org.au</a>
<b>Dementia Australia</b> 澳洲腦退化症協會	<b>1800 100 500</b> Mon – Fri 星期一至五 9am-5pm	<a href="http://www.dementia.org.au">www.dementia.org.au</a>
<b>Dementia Support Australia (DSA)</b> 澳洲腦退化症支援協會	<b>1800 699 799</b> 24 hours help 24 小時熱綫電話	<a href="http://www.dementia.com.au">www.dementia.com.au</a>
<b>Wicking Dementia Research &amp; Education Centre, University of Tasmania</b> 塔斯馬尼亞大學威克癡呆症研究與教育中心	Understand Dementia MOOC Free Online course 了解癡呆症免費在線課程	<a href="https://www.utas.edu.au/wicking/understanding-dementia">https://www.utas.edu.au/wicking/understanding-dementia</a>
<b>My Aged Care</b> 我的安老服務	<b>1800 200 422</b> Mon – Fri 星期一至五 8am – 8pm Saturday 星期六 10am – 2pm	<a href="http://www.myagedcare.com.au">www.myagedcare.com.au</a>
<b>National Dementia Helpline</b> 全國腦退化症熱綫	<b>1800 100 500</b> Mon – Fri 星期一至五 9am – 5pm	
<b>So Wai Support Group</b> 蘇懷支持小組	<b>(02) 9784 0843</b> 星期一至三及星期五 10am – 6:30pm	<a href="http://www.anhf.org.au">www.anhf.org.au</a>
<b>Translating and Interpreting Services (TIS National)</b> 電話傳譯服務	<b>131 450</b> 24 小時熱綫電話 24 hours help	

You may also wish to share your concerns with your Home Care Advisor and we can assist you with engaging our team of Home Care clinical nurses.

**Home Care Services Enquiry: 9784 0840**

你可能希望與你的家居護理顧問分享你的困擾,我們可以協助你與我們的家居護理臨床護士查詢, 家居護理服務諮詢電話: 9784 0840。

從 2020 年 7 月開始, 家居護理服務通訊將與護理通訊一起每月發佈。歡迎大家提供意見。您可以聯絡您的護理顧問, 或致電一般諮詢熱綫。

From July, 2020, Home Care Newsletter will be released with Clinical Newsletter together on monthly basis. You are welcome to give us feedback by contacting your Advisor or our General Enquiry operator.



**Table 1 - Carer Stress Assessment**

Carers always face different levels of difficulties and challenges while taking care of someone with dementia. If these are not managed properly, carers will feel different levels of stress. The following test is especially designed for carers of people living dementia. One score for 'YES' response and zero score for 'NO' response. Add up your scores after completing the test.

Questions	YES	NO
1. less food intake (e.g. taking two meals instead of the usual three meals)	1	0
2. eat less amount of food	1	0
3. poorer appetite	1	0
4. headache	1	0
5. palpitation	1	0
6. weight loss	1	0
7. easily become tired	1	0
8. insomnia	1	0
9. stomach ache or discomfort	1	0
10. chest pain	1	0
11. easily become tense, sweating on many parts of the body	1	0
12. have difficulty in controlling your emotions	1	0
<b>TOTAL:</b>		

**Scores:**

1. under 4: No special issues are related with the caring role, you can manage the general needs of the elderly.
2. 5 – 6: Mid-level stress. You have already felt a certain level of stress. The caring role has given you a little stress, observe closely if this situation continues.
3. 7 or over: Your stress is quite high, issues related with physical, psychological and mental health have already come up. Get advice and support from professionals.



**Table 2: Problem Solving Approach Self-Assessment**

When you come across a problem, you will...	NEVER	OCCASIONALLY	ALWAYS
1. attempt to manage it in different ways.			
2. manage as planned, step by step.			
3. try not to act in haste or just follow your own instinct.			
4. use different ways to solve the problem.			
5. seek professional help, then follow the advice.			
6. share with those who can manage the problem to better understand the situation and seek their advice.			
7. share with others your feelings.			
8. self-blame.			
9. feel guilty, feeling that the problem is caused by you.			
10. deny the problem exists.			
11. prevent others from knowing the problem.			
12. feel enraged at those who cause the problem.			
13. hide your feelings.			
14. sleep more than you usually do, avoid facing the problem.			
15. try to forget the whole problem.			

(Translated from Vitaliano & Associates, 1989)

**Note:**

**'ALWAYS'** means you usually solve problems in this way.

**'OCCASIONALLY'** means you sometimes handle problems in this way.

**'NEVER'** means you will not handle problems in this way, no matter what the situation is.

**Scores:**

- Questions 1-5:** If your answers are 'ALWAYS', you are quick to face and accept the problem. You will try your best to plan for actions or try different means.
- Questions 6-7:** If your answers are 'ALWAYS', you will speak to professionals like doctors, nurses, social workers or psychologists to understand the core of the problem; or you will share with family members and friends what upsets you instead of burying them in your heart. These are actions that rationally consider options and getting advice.
- Questions 8-9:** If your answers are 'ALWAYS', you will feel guilty and face the problem passively by denial.
- Questions 10 -15:** If your answers are 'ALWAYS', that means you avoid facing the problem squarely. There might be a brief period of getting away from it all but this is only temporary. The problem still exists and might even worsen. Do not hide from it.

**ANH F**

AUSTRALIAN NURSING HOME FOUNDATION

**澳華療養院基金**

Culturally Appropriate Aged Care Since 1980

Home Care Service Newsletter

家居服務通訊

Issue: 2020. 7 月號

**表一：照顧者壓力評估**

在照顧認知障礙症患者的過程中，照顧者往往會面對不同程度的困難和挑戰，若這些困難和挑戰未能有效處理，或會對照顧者產生不同程度壓力，以下的小測試專為照顧認知障礙症的照顧者而設，若答「是」便有 1 分，答「否」便得零分，完成測試後，計算自己所得的分數：

題目	是	否
1. 減少進餐(例如平時的三餐減至兩餐)	1	0
2. 進食份量減少	1	0
3. 胃口比以前差	1	0
4. 頭痛	1	0
5. 心跳	1	0
6. 體重減輕	1	0
7. 容易疲倦	1	0
8. 失眠	1	0
9. 胃痛或胃部不適	1	0
10. 心痛	1	0
11. 容易精神緊張、身體多處出汗	1	0
12. 情緒難以自控	1	0
總分：		

結果：

1. 四分以下：即照顧工作未出現太多問題，你亦能應付長者的一般要求。
2. 五至六分：是中度壓力，你已感受到一定的壓力，而照顧工作帶給你有輕微的壓力，需密切留意自己的情況是否持續。
3. 七分以上：你已承受頗大的壓力，這時身體、心理及精神健康都出現問題，建議找專業人士傾談及協助。



表二：處理問題方法自我評估

當你遇到難題時，你會…	沒有	間中	常常
1. 對整件事作不同的嘗試。			
2. 依計劃行事，逐步處理。			
3. 嘗試不要過急行動或跟隨自己的預感行事。			
4. 以幾個不同的方法去解決問題。			
5. 找專業的幫助，然後跟隨指示去做。			
6. 與一些可以處理這問題的人傾訴，了解情況，徵詢其意見。			
7. 向他人傾訴自己的感受。			
8. 自怨自艾。			
9. 內疚，覺得問題是自己引起的。			
10. 拒絕相信問題的存在。			
11. 不讓別人知道問題的存在。			
12. 對那些引起問題的人憤怒若狂。			
13. 隱瞞自己的感受。			
14. 比平時多睡覺，不想要面對問題。			
15. 嘗試忘記整件問題。			

(Translated from Vitaliano & Associates, 1989)

**註解：**

「常常」是指經常會用這方法去解決問題。

「間中」是指有時都會採用這類方法去解決問題。

「沒有」是指在任何情況下均沒有採用該方法。

**結果：**

- 第一至五題：** 如果你的答案是「常常」的話，你會是一個很快面對及接受問題的人，你會盡量計劃才依計行事，或試用不同的方法。
- 第六至七題：** 如果你的答案是「常常」的話，你會找一些專業的人士，例如醫生、護士、社工及心理專家等傾訴，了解問題的存在，或會向家人，朋友傾訴不悅的心情，不讓它藏在心裡。這些都是用理智的選擇去面對及接受意見。
- 第八至九題：** 如果你的答案是「常常」的話，你會自責及否認問題，這都是消極處理方法。
- 第十至十五題：** 如果你的答案是「常常」的話，是指你會逃避問題。你可能得到一時舒緩，但只能暫時解脫。問題仍然存在，甚至可能會愈來愈嚴重。所以請勿逃避。